



Where mental wellbeing thrives

Position Description Transition Officer

"Where mental wellbeing thrives"

Position Details

Position Title:	Transition Officer
Position Level:	Level 4
Award:	Flourish Australia Enterprise Agreement 2018
Employment Type:	12-Month Closed Period Contract
Hours of Work:	38 hours per week

Position Summary

The Transition Officer works in the community with people accessing the Connect & Thrive program, working with people with lived experience of a mental health issue, supporting their access to the Connect & Thrive program and in pursuing their recovery goals.

The Connect & Thrive program provides psychosocial support services to assist people who are not receiving psychosocial supports through the NDIS. The program provides individual and group support with a focus on capacity building. As a Transition Officer in the Connect & Thrive Team, you will work closely with frontline staff, people Flourish Australia supports and key stakeholders to deliver the program's objectives.

To be successful in this role you will have substantial administration experience, excellent communication skills, be proactive and able to work independently, with a thorough understanding of the mental health sector. You will:

- provide administrative and telephone support
- facilitate discussions regarding the individual needs and goals of each person accessing the service
- be proficient in capturing personal information
- support people to connect with other services as required
- liaise with local managers
- assist in the development of reports and projects.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia's vision is creating communities where everyone's mental health and wellbeing flourishes.

Mission

Supporting people to flourish, believe in their future and their place in the community.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Relationships and Authority

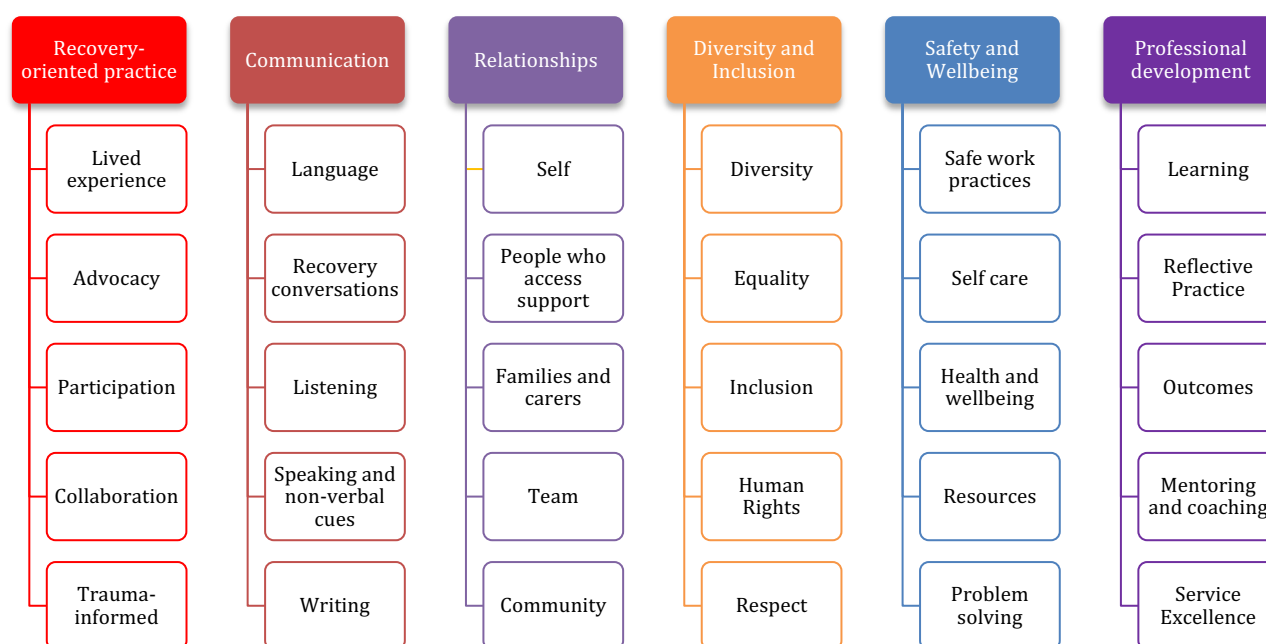
Reports to:	Team Coordinator
Direct reports:	Nil
External:	Key external relationships may be with families and carers, Local Health District professionals, clinicians/GPs, agents for Housing, Primary Health Networks, Community Mental Health Service providers, and the broader community.

Organisational Accountabilities

- Abide by all Flourish Australia policies and procedures.
- Complete all mandatory training.
- Report all incidents in the incident reporting database.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Occurs throughout the work day.

Stair climbing	Occasionally	May be more frequent (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> Hand/arm Foot/leg 	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other technology, as well as for administrative tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in residential settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> 2kg-5kg 5kg-10kg 10kg-15kg >15kg 	Constant Occasionally Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g., episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g., child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g., self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g., drug and alcohol induced, episodic situations

Key Tasks and Responsibilities

- Receive and handle all inbound Connect & Thrive related enquiries through a variety of channels including phone, email and social media.
- Assist with all eligibility and support related inquiries, ensuring correct record keeping.
- Conduct the assessment of needs and suitability for the Connect & Thrive Program.
- Input referral data.
- Facilitate discussions regarding the individual needs and goals of each person accessing Flourish Australia's services.
- Manage the program waitlist and on hold list.
- Identify the right support access pathways to internal and external providers, including emergency and crisis support.
- Support and facilitate group programs.
- Support processes for transitioning out of the program.
- Conduct regular research to maintain up-to-date information for both internal and external services that may assist enquiries.
- Provide a professional reception service and/or provide reception relief as required.
- Sort and distribute incoming mail to areas and staff within the organisation, and dispatch outgoing mail.
- Acknowledge complaints and redirect and/or escalating as required.
- Assist with ad hoc projects and provide administrative support to the Program Manager as required.
- Coordinate the collection of data from all service locations for various reporting, planning and evaluation purposes.
- Maintain quality and improve results by adhering to standards and guidelines; and recommending improvements to process and procedures when required.
- Work in a respectful manner with people accessing Flourish Australia's services, partners and internal and external stakeholders.
- Effectively communicate with team members and people accessing Flourish Australia's services in a positive proactive manner ensuring consistency and professionalism at all times.
- Ensure that individual support is provided to a person that accesses Flourish Australia services that meets their recovery journey goals and is strengths based and led by the person wherever possible.
- Any other duties as directed by management in keeping with the employees' skills and experience.

Required Skills and Personal Attributes

- Be proficient with technology and have a workable knowledge of databases.
- Work independently and have excellent interpersonal skills.
- Think creatively to solve problems.
- Able to maintain accurate, professionally appropriate and current records and written reports.
- Have excellent time management skills.
- Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.

- Have excellent verbal and written communication skills, including advocacy and report writing skills.
- Apply sound working knowledge of recovery-oriented practice.
- Implement strategies to maintain personal wellness and request support (as required).

Key Selection Criteria

"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."

Essential:

1. Tertiary qualifications in human services or relevant field or a relevant Certificate IV in mental health related discipline
2. Advanced administration skills and at least 2 years' experience in a similar role as recognised by Flourish Australia.
3. Demonstrated understanding of the challenges faced by people with a lived experience of a mental health issue and how providing a recovery-oriented service is of benefit to people.
4. Demonstrated strong time management skills including prioritisation of competing tasks and an ability to work innovatively to solve complex issues.
5. Demonstrated strong communication, advocacy and interpersonal skills including the ability to liaise effectively with a wide range of stakeholders, facilitate outcomes and prepare correspondence & reports in clear and concise language.
6. Current unrestricted Australian drivers' licence.

Desirable:

1. A personal lived experience of a mental health issue or a carer of a person with a lived experience.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g., Working with Disabilities *check* in QLD).

Agreement

I, _____, have read and understand my obligations as a Transition Officer with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

Transition Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team.