



Where mental wellbeing thrives

Position Description Groups and Engagement Coordinator

"Where mental wellbeing thrives"

Position Details

Position Title:	Groups and Engagement Coordinator
Position Level:	Level 4
Award:	Flourish Australia Enterprise Agreement 2018
Employment Type:	In accordance with employment contract
Hours of Work:	In accordance with employment contract

Position Summary

The Group and Engagement Coordinator works in the community with people with lived experience of a mental health issue, supporting their access to Flourish Australia services, and in pursuing their recovery goals.

Flourish Australia provides individual and group support with a focus on capacity building and mental health recovery. As a Groups and Engagement Coordinator, you will work closely with frontline staff, partner organisations and other external stakeholders to enhance the social group projects and initiatives delivered to people accessing the service to build their capacity and independence. As a Groups and Engagement Coordinator, you will be working in a consortium model and your role will include supporting both consortium organisations. You will deliver and co-facilitate group programs and workshops on relevant topics, develop and maintain partnerships to increase the group program offerings, and develop strategies to increase attendance and awareness of social support groups and other initiatives.

To be successful in this role you will have substantial experience coordinating and delivering group supports delivering capacity building and increasing confidence and independence, excellent communication skills, be proactive and able to work independently, with a thorough understanding of the mental health sector.

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

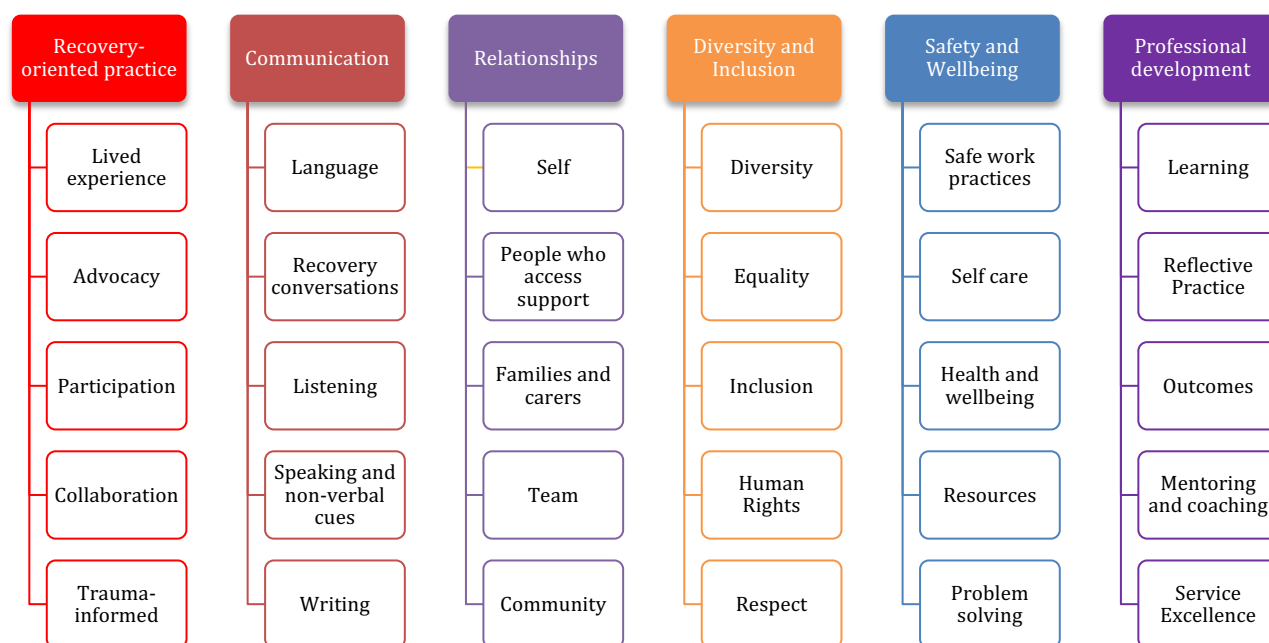
Reports to:	Team Coordinator
Direct reports:	Nil
External:	Key external relationships may be with partner organisations, families and carers, Local Health District professionals, clinicians/GPs, agents for Housing, Primary Health Networks, Community Mental Health Service providers, and the broader community.

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.
- Commit to the safety and wellbeing of children and young people.
- 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

- Develop, contribute, and engage in planned social support group projects, focused on capacity building and increasing confidence, including planning and reviews.
- Coordinate with team members, partner organisations, and other relevant stakeholders to develop and deliver a wide range of group activities and initiatives.
- Grow the scope and number of group social support activities offered by Flourish Australia.
- Deliver and co-facilitate training and education sessions on topics relevant to people accessing the service, such as healthy eating, physical health, alcohol and other drug use.
- Work with team members to ensure resources are maximised and services are planned and coordinated seamlessly across the broader term, with documented and evaluated outcomes.
- Increase the average attendance at group programs and achieve agreed attendance targets.
- Develop and maintain appropriate strategic partnerships to improve outcomes for people who access the program, including with various organisations, other service providers and government departments.
- Use local knowledge and sector expertise to increase opportunities for people with a lived experience of a mental health issue to be connected to local communities.
- Conduct regular research to maintain up-to-date information for both internal and external services that may build the capacity and enhance outcomes for people accessing the service.
- In line with Flourish Australia policy, support the management of social media platforms and web-based presence.
- Participate in processes to measure, demonstrate and report individual and service outcomes and outputs.
- Collect and report all attendance and other demographic data on a daily basis, or as otherwise required.
- Collate group member feedback and evaluations relating to each group type to ensure continuous improvement of group activities within the program, and report these to the Team Coordinator on a monthly basis
- Keep accurate and complete records of work activities in accordance with legislative and operational program requirements.
- Maintain quality and improve results by adhering to standards and guidelines; and recommending improvements to process and procedures when required.
- Effectively communicate with team members, people accessing Flourish Australia's services, partners and internal and external stakeholders in a positive proactive manner always ensuring consistency and professionalism.
- Any other duties as directed by management in keeping with the employees' skills and experience.

Required Skills and Personal Attributes

- Strong experience in developing and delivering group programs.
- Be familiar with and understand adult learning principles, instructional design and project management.
- Be a good listener and communicator.
- Think creatively to solve problems and be people focused and work in partnership.
- Apply advanced working knowledge of person led recovery-oriented practice, including routine outcome measurement.

- Have advanced interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy.
- Think creatively to solve problems.
- Value diversity and be respectful at all times.
- Self-reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Be outcomes focused.
- Have a strong and committed work ethic.
- 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.

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. Demonstrated experience in facilitation, development, delivery and evaluation of group learning activities.
3. Demonstrated experience in community engagement, health promotion, and building effective relationships with other service providers.
4. 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.
5. Demonstrated strong time management skills including prioritisation of competing tasks and an ability to work innovatively to solve complex issues.
6. Understanding of public sector and community-based service systems relevant to people with a lived experience of a mental health issue and psychosocial disability and demonstrated experience navigating such systems and using capacity building and education to achieve positive results.
7. Demonstrated strong communication, advocacy and interpersonal skills including the ability to liaise effectively with a wide range of stakeholders, facilitate outcomes and prepare reports in clear and concise language.
8. Current unrestricted Australian drivers' licence.

Desirable:

1. A qualification in training and assessment, adult learning, or related field.
2. 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 Groups and Engagement Coordinator 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.

Groups and Engagement Coordinator

Name		
Signature		Date:

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