

SECTION A: POSITION DETAILS	
Position Title:	Support Coordinator, The Way Back Support Service
Remuneration:	Social, Community Home Care and Disability Services Award Level 3
Reports to:	Service Manager, The Way Back Support Service
Organisation Profile	
<p>Richmond Fellowship Queensland (RFQ) is a well-respected not for profit company and leading provider of psychosocial mental health services, serving the Queensland community for 40 years.</p> <p>Richmond Fellowship was founded in Richmond, England, in 1959 and it became a worldwide mental health movement. RFQ is a member of the Richmond Fellowship Asia Pacific Forum and Richmond Fellowship Australia.</p> <p>RFQ builds on its traditional values and strong mission focus with our own progressive thinking, advanced research and best practice service delivery. The organisation provides a professional work environment with a commitment to the development of its leadership team and all staff. RFQ also provides an ethos where people find meaning in the higher purpose of serving the community.</p> <p>The organisation employs staff across multiple service sites in the wider metropolitan area, Caboolture, Redcliffe, Redlands, Logan, West Moreton, Darling Downs, Wide Bay, Gold Coast and Sunshine Coast. RFQ has multiple formal partnerships with Hospital and Health Services, Primary Health Networks and complementary partner organisations.</p> <p>Further information about RFQ can be found at: www.rfq.com.au</p>	
Purpose of the Position	
<p>The position is responsible for providing short term support coordination services (non-clinical care and practical support) for people accessing the Way Back Support Service. The Way Back has been developed by <i>beyondblue</i> and is delivered to people who have been admitted to a hospital following a suicide attempt or people experiencing a suicide crisis.</p>	
Terms of Employment	
<p>RFQ is a party to the <i>Social, Community, Home Care and Disability Services Industry Award 2010</i> (Modern Award). The terms and conditions of employment are contained in the organisation's Contract of Employment which reflects the Award.</p> <p>The position works normal business hours but may be expected to work outside these hours in the performance of the role commensurate with the remuneration and responsibilities of the role.</p> <p>Hours of work also reflect RFQ's family friendly philosophy. Some travel may be required.</p> <p>This position is subject to a 6 month probationary period.</p>	
Reports and Accountability	
<p>This position is accountable to the Service Manager through the Clinical Advisor for:</p> <ul style="list-style-type: none"> achievement of organisational, program and position purposes and goals implementation of position responsibilities 	
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- implementation of RFQs policies, operational requirements, work practices and service systems and strategies
- achievement of high standards for professional practice and duty of care within the program, and
- use of the resources of the organisation as required by operational procedures or standards or directions, or where there are no specific guidelines or directions, to standards that would reasonably be expected to apply in the particular circumstances.

SECTION B: KEY RESPONSIBILITIES

- Support and foster a program culture which values lived experience, promotes genuine and open relationships, conflict resolution, responsibility for self, mutual respect, personal growth, and other centeredness founded on values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning
- Provide client support in accordance with RFQ's Models of Practice including skills development, capacity building and community connections, assigned tasks and activities as outlined in The Way Back Support Service Operational manual
- Complete client assessments and reviews using the Screening Tool for Assessing Risk of Suicide (STARS) provided by Australian Institute for Suicide Research and Prevention (AISRAP)
- Participate actively in case reviews
- Assist clients to connect with health, non-clinical and community-based support services as outlined in the Wellbeing Plans
- Work collaboratively with clients to identify perceived unmet needs, and formulate, implement and review well-being plans including a comprehensive assessment of need and safety planning
- Escalate all organisational/client/staff risks to the Clinical Advisor and Service Manager
- Work collaboratively with internal and external stakeholders to support clients with skills development, capacity building and community connections
- Liaise with Hospital staff to ensure smooth transition of clients from the hospital setting to The Way Back Support Service
- Provide prompt advice to the Service Manager and Clinical Advisor about any issues impacting on RFQ's ability to meet its commitments to clients and/or contractual obligations
- Make accurate and timely written records in accordance with organisational requirements using office based and mobile technologies for record keeping and reporting
- Actively and constructively contribute to a team environment through open and respectful communication and by participating and supporting others to participate in meetings and organisational planning and review processes
- Participate in supervision and performance review processes and take an active role in identifying professional and organisational development needs
- Contribute to RFQ's continual improvement including identifying opportunities for improvements sharing innovative ideas and practice and utilising new technologies
- Maintain awareness of organisational policies, procedures and processes as documented in RFQ's Quality Management System

- Identify, record and report on hazards, incidents, risks, participant feedback (including compliments and complaints) and opportunities for improvement
- Perform other duties as required

SECTION C: KEY PERFORMANCE INDICATORS

Service Delivery: The Service Manager is supported with the delivery of supports to clients, consistent with RFQ's Vision and Strategy, policies and procedures, and practice models, with performance requirements met and risks managed

External Relations: Positive working relationships are developed with external stakeholders at relevant levels of the service delivery system

Staff relationships: Client outcomes are facilitated through working effectively as a member of a team, displaying sound professional judgement and working together to deliver a quality service

Organisational Culture: The Vision and Strategy and values of the organisation are promoted and role modelled in all relationships

SECTION D: SELECTION CRITERIA

Qualification:

- Certificate IV/Diploma in Community Services or equivalent and significant demonstrated previous experience working with people with mental illness and/or people who are experiencing suicidal ideation/ crisis

Experience and Skills:

- Understanding of suicidal behaviours, suicidal crisis/ideation and its effects on individuals, families and the whole community
- Ability to develop and implement support plans with clients
- Demonstrated ability to work effectively in a team and contribute positively and constructively to achievement of the organisation's objectives
- Ability to work collaboratively with internal and external stakeholders to support clients and the organisation to achieve identified outcomes
- Demonstrated effective interpersonal, oral and written communication skills including the ability to advocate for clients and the organisation, and make accurate and timely written records
- Demonstrated ability to plan, manage, and work to achieve team and individual priorities and capacities
- Proficient skills and abilities in a range of software applications on office based and mobile technology
- Ability to work within a framework of organisational policies, procedures and standards, work health and safety requirements and codes of ethical behaviour

Attributes:

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The successful applicant will:

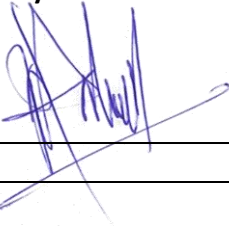
- Be compassionate, ethical and objective
- Be highly organised and dedicated
- Have the ability to develop genuine and open relationships with a range of stakeholders
- Be flexible, with the ability to respond to changing requirements and timeliness
- Have the ability to work both autonomously and in a team environment
- Enthusiastically embrace the mission and values of the company

SECTION E: MANDATORY REQUIREMENTS FOR POSITION

- Minimum qualifications and experience are met according to the selection criteria
- Disclose any health condition of which the employer would need to be aware in fulfilling its duty of care to the employee
- Open drivers' licence and access to a registered roadworthy vehicle with either third party or comprehensive insurance cover
- Access to a smart phone suitable for work purposes
- Undergo criminal history screening and obtain and maintain a positive notice and Yellow Card pursuant to the Disability Services Act 2006 (Qld)

Authorised by Chief Executive Officer:

Date:



02 / 10 / 2018