|  |
| --- |
| **POSITION DESCRIPTION** |
| **Position Title:** | Coordinator, Service |
| **Service/Facility/Department:**  | Mental Health & Wellbeing |
| **Direct Reports:**  | Counsellors and Case Managers |
| **Key Relationships:**  | **Internal:** Managers, Counsellors, Case Managers, Administration team, other teams within Anglicare |
| **External:** Clients and their families, funding partners and other government and non-government stakeholders. |

**Position Statement / Overall Purpose**

The overall purpose of the Coordinator, Serviceis to provide service coordination and leadership to a team of multidisciplinary counsellors, case managers and support staff in delivering a range of quality individualised mental health, counselling, family support, and community services programs.

The Coordinator, Service will also maintain a client case load according to service need, and coach, mentor and guide staff in case direction and complex client support.

The Coordinator, Service will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Current Blue Card with Yellow Card Exemption
* Current Queensland Driver Licence and own reliable vehicle
* Degree in Social Work, Psychology, Social Science, Early Childhood or a related field
* Post-graduate qualification in Family Support/Mental Health (desired)
* Ability and willingness to travel within the service region

**Key Selection Criteria**

* Evidence of well-developed knowledge and skills in mental health/counselling/family support and relevant systems and legislative requirements
* Extensive experience as a practitioner in service delivery and drawing upon a range of therapeutic models that includes a multi-cultural perspective
* Ability to manage, coordinate and lead a multidisciplinary team across geographically dispersed service points
* Excellent interpersonal communication skills, including the ability to consult, negotiate and liaise effectively with a diverse range of people
* Well-developed written and verbal communication skills
* Highly-developed problem solving and decision making abilities, and capability to make sound ethical and business decisions

**Key Accountabilities and Responsibilities**

1. **Accountability: Service Coordination & Leadership**

***Providing service coordination and operational leadership to a team***

**Responsibilities:**

* Conduct regular file audits to ensure quality assurance processes are followed and assist with staff continuous development.
* Assist team members with complex cases, case planning, risk assessments and safety planning as required.
* Provide proactive and positive peer support to team members.
* Oversee and provide specialist support to the team during client assessments and reviews.
* Monitor service against contractual requirements and ensure the service meets these requirements.
* Regularly communicate with service manager to keep updated with service delivery and client needs.
* Lead by example demonstrating values-aligned behaviour that are productive, professional, collaborative and flexible and encourages a 'no silos' approach across teams, and enables the attraction and retention of high quality team members.
* Build participative and consultative systems which empower staff and develop cohesive teams across the service area.
* Provide day-to-day leadership and direction to team members.
* Provide ongoing performance feedback to team members, and conduct staff performance appraisals in line with Anglicare SQ policy.
* Proactively and purposefully work with individual staff to further develop their skills in the area of their choice/strength of either leadership, management or service provision.
* Demonstrate and role model behaviour which is consistent with organisational values.
* Engage and encourage team members in the sharing of ideas to promote client satisfaction, improve systems and processes, and deliver organisation outcomes.
* Coordinate recruitment, orientation and support of staff and volunteers, using established policies and processes.
1. **Accountability: Service Delivery**

***Maintaining a client case load***

**Responsibilities:**

* Ensure team members caseloads are appropriate and when required assist in backfilling cases to ensure continuity of service delivery.
* Deliver targeted and general group work programs in the community (as required).
* Maintain relevant up to date knowledge of client issues and referral trends.
* Ensure team members are working within relevant framework and boundaries.
* Provide feedback to the Manager regarding the Intake and Assessment process to ensure it meets client and service delivery needs.
1. **Accountability: Community Collaboration & Engagement**

***Community engagement, sectoral awareness and working collaboratively***

**Responsibilities:**

* Build, initiate and manage positive relationships and collaborative partnership with external stakeholders that will benefit the delivery of projects within this area of practice.
* In consultation with the Service Manager represent ASQ at relevant interagency networks, community consultations and forums.
* Promote ASQ and its services in a positive manner.
* Actively engage and participate in Community Development activities and partnerships.
1. **Accountability: Continuous Improvement & Professional Development**

***Identifying and responding to new and emerging trends, utilising new technology and engaging a continuous improvement approach***

**Responsibilities:**

* Contribute to the development, improvement and implementation of management systems and processes and policies and procedures with the team, the Leadership team and the Quality Learning and Workforce Development Team.
* Generate ideas for innovation and enhanced working practices to achieve organisational mission.
* Work collaboratively with people from different disciplines and shares skills and knowledge.
* Maintains awareness of own skills and skill needs, actively works to address skills gaps and assists others to identify training needs.
* Encourages teams to show initiative and looks for ways to work more dynamically.
* Establishes ways to capture, communicate and share innovative ideas and practices.

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.