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| **POSITION DESCRIPTION** | |
| **Position Title:** | Coordinator, Client Care |
| **Service/Facility/Department:** | Mental Health & Wellbeing |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Anglicare managers and team members, MHW team |
| **External:** Funders, community partners, clients |

**Position Statement / Overall Purpose**

The overall purpose of the Coordinator, Client Care is the identification, development, and implementation of targeted service delivery programs to carers of individuals who have a mental health condition. The role will assist with pre-planning and transition to NDIS, working in accordance with the prioritisations of the whole of Government response to persons living with a mental health condition, both within a ‘psycho-educational’ and community development framework.

The Coordinator, Client Care 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 (Working with Children)
* Current Queensland Driver Licence
* Degree In Health, Human Services or a related field
* Post-graduate qualification in Mental Health (desired)

**Key Selection Criteria**

* Ability to engage with clients with complex / multiple needs (mental health, domestic violence, behaviours) in a supportive role that enhances and empowers
* Knowledge and understanding of NDIS processes and the pre-planning required for participants
* Experience in the design, implementation and delivery of community education packages to ‘at risk’ populations
* Ability to work within a whole of family framework
* Knowledge of legislation relevant to the service area and ability to administer and interpret risk assessments
* Demonstrated ability to work within a multi-disciplinary environment and service boundaries
* Well established organisational and time management skills; able to prioritise, plan, organise and manage competing demand and meet deadlines
* Able to use judgement independently, while being able to lead a team of professional staff
* Excellent written and verbal communication skills and ability to gather, analyse and report on data
* Strong skills in Microsoft Suite and general computer use

**Key Accountabilities and Responsibilities**

1. **Accountability: Service delivery**

***Provide evidence-based and outcome-focussed services that meet program priorities.***

**Responsibilities:**

* Undertake initial intake assessments with all clients/carers seeking access to the Service, in order to ensure eligibility for service provision
* Support those with complex or multiple needs in the development of a comprehensive and co-ordinated service plan
* Design, develop, implement and lead the delivery of group-based targeted family and community development service packages throughout the regions serviced by the program as required
* Regularly review the progress of service/s provided to clients/carers and advocate for changes and improvements as required
* Assist in developing targeted clinical programs for identified, unmet needs of clients/carers
* Implement specialist assessment tools as required
* Maintain a minimum case load in accordance with service policies and guidelines
* Preparation of case reports; court reports; progress and termination reports as directed
* Conduct outcomes-based assessments, risk assessments and safety planning
* Maintain knowledge of family members/relationships and facilitate skill development that will assist clients to achieve and sustain positive family relationships
* When necessary provide service in an outreach capacity at schools, home visits etc
* Provide small and large group educational services within the community
* Contribute to the planning, development and implementation of counselling and education services

1. **Accountability: Leadership in professional practice**

***Provide guidance in the development and delivery of practice***

**Responsibilities:**

* Review and respond to needs and issues in the planning and delivery of targeted educational and community development services
* Monitor the delivery of projects against agreed client outcomes and within the budgets
* Maintain client information and monitor data collection systems
* Participate in team meetings, supervision, professional development activities and training
* Prepare and participate in scheduled clinical and operational supervision sessions, and case conferencing meetings
* Participate in relevant project service evaluations and organisational reviews
* Report on any serious matters or that may now, or in the future, impact on Anglicare

1. **Accountability: Quality improvement, networking and team participation**

***Assist in the development and ongoing participation in quality, teamwork and networking***

**Responsibilities:**

* Contribute to the development and evaluation of the operational plan in conjunction with Anglicare’s strategic plan
* Participate in project evaluations and reviews
* Monitor, analyse and report on internal quality mechanisms,
* Participate in an annual performance appraisal
* Attend in-service and external training events as required
* Assist in the training of volunteer and student interns as required
* Build, initiate and manage relationships and partnerships with external stakeholders
* Represent Anglicare at relevant networks, community consultations and forums as requested

**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 manager 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.