

# Care Coordination Team Leader

## NSW Care Coordination Program

### Position Description

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<b>Position Title</b>	Care Coordination Team Leader
<b>Directorate</b>	Vinnies Services
<b>Reports To</b>	Acting Regional Manager Metro / South
<b>Base Location</b>	Newcastle or Woolloomooloo or Parramatta or Campbelltown
<b>Primary position objective</b>	The Care Coordination Team Leader is responsible for leading small teams of Care Coordinators under the direction of the Acting Regional Manager Metro / South in their designated region (Hunter New England Central Coast, Western Sydney, Central and Eastern Sydney). These teams are responsible for the provision of enhanced care coordination and wrap-around support services for clients with complex support needs including a substance use disorder. Team Leaders will additionally provide some direct care coordination for persons assisted.

## St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post- Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

## Directorate Overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Community Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability services.

**Local Area Coordination (LAC) program:** this team is responsible for delivery of the LAC program in partnership with the National Disability Insurance Agency (NDIA).

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Service innovation and business development:** this team is responsible for service innovation and business development.

## Program Overview

The Care Coordination program sits within the broader St Vincent de Paul NSW Alcohol and Other Drug Specialist Network. AOD Network programs are committed to minimising the harm related to homelessness, drug and alcohol use, mental health, contact with the criminal justice system and other associated issues. AOD Network Programs are committed to providing genuine whole of person support and recovery.

The Care Coordination Program in particular is intended to provide enhanced Care Coordination to persons with high support needs who face barriers in accessing or remaining connected to services because of substance use disorder and/or experience difficulties accessing substance use treatment due to other co-occurring needs.

The SVdP (NSW) provides Care Coordination under the NSW Health Continuing Coordinated Care Program in 7 NSW Regions, Central and Eastern Sydney, Hunter New England Central Coast, Western Sydney, South Western Sydney, Nepean Blue Mountains, South Eastern NSW and Murrumbidgee.

## Duties and Responsibilities

The Care Coordination Team Leader will be responsible for ensuring direct support and coordinated care for those accessing the program. This will include both direct support (including general drug and alcohol support such as Motivational Interviewing and Relapse Prevention, living skills support) and assertive referral support to other programs and services and coordination of care and support needs.

The Team Leader will provide direct line management to Care Coordinators under the supervision of the Acting Regional Manager Metro / South, will be responsible for allocation of key care coordinators to those seeking assistance, will oversee care provided and will be a key partnership builder in the relevant region. This role is a mobile role, working with clients in the community.

The Team Leader duties and responsibilities will incorporate all Care Coordination duties and responsibilities with the addition of:

### **Team Leadership:**

- Lead staff to ensure high quality, evidence based treatment and care work
- Support the Acting Regional Manager Metro/ South in the development, implementation, maintenance and review of the Care Coordination Model of Care that articulates to the Alcohol and Other Drugs Model of Care, the Program Logic and to the Support Services Theory of Change

- Ensure community based care and support work is delivered by the team using a holistic, pastoral and human centred approach
- Line manage and support Care Coordinators- including professional development and performance, Stronger Together plans, appropriate supervision, evidence informed practice
- Manage care review processes
- Oversee Intake and Assessment process, including care requirements and risk management
- Oversee the allocation of Care Coordinators to clients
- Maintain a safe and secure environment for residents, staff and visitors
- Ensure client data collection as required by SVdP, regulators and funders
- Fulfil reporting requirements to funders, SVdP NSW Management and other stakeholders
- Ensure compliance with Policies and Procedures (Care Coordination, Support Services and SVDP Society) and comply with WHS policies, procedures and legislation within the workplace.
- Liaise with SVdP Business Partner teams (in particular People and Culture- Learning and Development and HR, Facilities and Assets, Finance and ICT) to ensure program and service function

### **Care Coordinator Duties and Responsibilities**

#### Psychosocial support and care coordination

- Responsible for the provision care coordination to those accessing the service
- Responsible for engagement and interaction with referring agencies who may be continuing care concurrently
- Provide direct strengths based recovery oriented support to persons seeking assistance according to the Care Coordination Model of Care
- Act as a key Care Coordinator to a defined group of persons seeking assistance
- Back up and support other Care Coordinators and those they are supporting
- Undertake person centred comprehensive assessment and care planning in conjunction with person seeking support and other relevant parties.
- Work in effective partnership with LHD and NGO referring staff and agencies
- Develop, promote and implement referral pathways and facilitate access to range of community based health and non-health service providers.
- Provide direct support and referral in the particular focus areas of employment, training/education, daily living skills, homelessness/housing, social engagement and participation and family and community reconnection.
- Support evidence based treatment for clients who are using a range of substances whilst promoting a flexible, individualised stepped care model
- Conduct regular appointments with those assisted across the relevant regions through a range of modalities including face to face, telephone and Skype for Business.
- Provide ad hoc support to clients of the Program as required including transport, psycho social support, conflict resolution or any other support required to assist the client or the therapeutic milieu of the program.
- Facilitate occasional small educational groups where need is identified.
- Conduct all client interactions in accordance with Vinnies Services policies and procedures and client-centred Service Delivery Model.
- Engage in case review processes with the team and individually with the Manager across the modalities of face to face, telephone, and Skype for Business.
- Work in partnership with broader health and social services, to ensure quality outcomes.
- Ensure treatments are targeted and culturally appropriate for Indigenous Australians including linkages to appropriate services
- Maintain accurate client records, case notes and other data as directed and required.

- Conduct client assessments including outcome measures and client experience measures
- Support and engage with family and significant others as appropriate, including through referral to external services.

#### Operations, Administration and Quality

- Act and perform duties in accordance with legislative as well as Society requirements including in accordance with the Society Code of Conduct
- Attend and participate in the Program staff meetings, clinical and case review meetings, internal and external training and internal and external supervision.
- Attend and participate in LHD or NGO clinical and case management meetings as required.
- Provide reports to Manager or other senior staff as directed
- Participate in networking with relevant stakeholders
- Participate in working parties and other review mechanisms
- Participate in Quality Improvement and Accreditation activities as directed
- Adhere to St Vincent de Paul Society NSW and Program specific WHS and other risk management policies and procedures
- Participate in Stronger Together and other performance appraisal, management and development processes
- Support partnerships and work collaboratively with other service providers where required;
- Undertake general operational duties as required and directed.

### Essential criteria

#### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **‘People we serve’ centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society’s mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society’s resources responsibly and keep expenses within budget.

**Role-specific criteria**

- A relevant tertiary qualification or VET sector and significant relevant experience
- Demonstrated extensive experience in managing a case load and case planning, including with persons with complex needs (e.g. co-occurring drug and alcohol issues along with homelessness, mental health, contact with criminal justice system).
- Demonstrated ability and/or capacity to manage and lead small groups of staff
- Demonstrated ability to work therapeutically with clients (e.g. provide therapeutic interventions)
- Demonstrated high level networking and community care coordination skills, particularly in the relevant region
- Knowledge of, and an ability to access, a range of relevant community resources.
- Willingness to work within the values and ethos of the St Vincent de Paul Society and NSW Support Services
- Basic computer literacy skills including experience in computerised data collection.
- A current, unencumbered Drivers Licence.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

