

# Care Coordinator, CCCP – South Western Sydney and South Eastern NSW - Health Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Team Leader, CCCP – South Western Sydney and South Eastern NSW
<b>Direct reports:</b>	NIL
<b>Location:</b>	Based within the geographical region of the service package or service.
<b>Primary position objective:</b>	Provide enhanced coordination of care and direct high-level support for clients with complex support needs including substance use. AOD Continuing and Coordinated Care program (CCCP) provides specialist support.

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

## 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.

**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.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

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

## Accountabilities and responsibilities

The Care Coordinator, CCCP will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.
- Coordinate high level care to those accessing the service.
- Engage and interact with referring agencies who may be continuing care concurrently.
- Provide direct strengths-based recovery-oriented support, to persons seeking assistance according to the Society's AOD 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 persons 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 MS Teams.
- Provide ad hoc support to clients of the Program as required including psychosocial 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, Client-centred Service Delivery Model and the Society's AOD Model of Care.
- Engage in case review processes with the team and individually with the Team Leader, CCCP across the modalities of face to face, telephone, and MS Teams.
- 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.
- Act and perform duties in accordance with legislation as well as the Society's requirements including in accordance with the Society's 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 Team Leader, CCCP, Manager, Continuing Coordinated Care Program (CCCP) 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.
- Adhere to the Society 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.

## Critical Key Performance Indicators (KPIs)

- Develop holistic treatment plans.
- Goals and case plans are developed and reviewed.
- Appropriate response to people we service to meet their goals and aspirations, as developed and delivered through the case plan.
- Deliver targets and results within appropriate timeframes.

## Key working relationships

In addition to the Team Leader, CCCP – South Western Sydney and Illawarra and their direct reports, the Care Coordinator, CCCP will foster positive working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Community Support Officers (Membership, Volunteers and Regional Operations);
- Conferences (Membership, Volunteers and Regional Operations).

## Essential criteria

### Critical capabilities

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

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.

- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Relevant tertiary qualification/s or VET sector qualification and significant ongoing experience.
- Demonstrated experience in coordinating care for persons with complex support needs (including in particular AOD support needs co-occurring with serious mental health issues and other issues such as homelessness, trauma, contact with the criminal justice system and family and cultural separation).
- Demonstrated ability to undertake assessment including utilising standardised tools.
- Demonstrated ability to work therapeutically with clients (e.g. provide therapeutic (treatment) interventions).
- Demonstrated ability to conduct self in a professional, ethical and non-judgmental manner.
- Willingness to work within the established CCCP, the Society's AOD Model of Care and the Society's Client-centred Service Delivery Model.
- Knowledge of, and ability to access, a range of relevant community resources.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Computer literacy skills including experience in computerised data collection.
- NSW driver licence.

### Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Extensive experience in drug and alcohol service provision.
- High level networking and community care coordination skills.