

Team Leader, CCCP – South Western Sydney and South Eastern NSW – Health Services

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Continuing Coordinated Care Program (CCCP)
Direct reports:	NIL
Location:	South Region – based within geographical region of service package or service.
Primary position objective:	Lead a small team of Care Coordinators under the direction of the Senior Program Manager in their designated region (Hunter New England and Central Coast, South Western Sydney and South Eastern NSW, Western Sydney and Nepean Blue Mountains, Murrumbidgee, Central and Eastern Sydney). These teams are responsible for the provision of enhanced care coordination and wraparound support services for clients with complex support needs including an alcohol and other drug dependency. Team Leaders will additionally provide some direct care coordination for persons assisted.

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.

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.

Accountabilities and responsibilities

The Team Leader, CCCP will:

- Support the successful implementation of the Strategic Plan within their team.
- Lead staff to ensure high quality, evidence-based treatment and care work.
- Support the Manager in the development, implementation, maintenance and review of the service model in accordance with Vinnies Services' policies and procedures, Client-centred Service Delivery Model and the Society's AOD Model of Care. 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 processes, 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 the Society, regulators and funders.
- Fulfil reporting requirements to funders, the Society's management and other stakeholders.
- Ensure compliance with Policies and Procedures (Care Coordination, Vinnies Support Services and the Society) and comply with WHS policies, procedures and legislation within the workplace.
- Liaise with the Society's 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.
- Coordinate provision 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 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 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 Manager 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 legislative as well as Society 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 the Manager, Health Services 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 the Society and Program specific WHS and other risk management policies and procedures.
- Participate in a 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.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Effective engagement of members in service.
- Deliver targets and results within appropriate timeframes.
- Effective operational management of the service and operating within budget.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents in services are minimised.

Key working relationships

In addition to the Manager, Continuing Coordinated Care Program (CCCP) and their direct reports, the Team Leader, CCCP will foster close working relationships with:

- Team members, Health Services (Vinnies Services).
- Team members, Homelessness and Housing Services (Vinnies Services).
- Team members, Community Inclusion Services (Vinnies Services).
- Business Partner teams (Facilities and Assets, Finance and ICT).
- Conferences.

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **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

- Relevant tertiary qualification/s 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 alcohol and other drug dependencies 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.
- Basic computer literacy skills including experience in computerised data collection.
- NSW driver licence (unencumbered).

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.