

Employee Position Description

Position Details		
Position Title: Complex Care Coordinator	Department: Alcohol and Other Drug Service	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Reports To: AOD Manager	Location: Hawthorn	
Direct Reports: Nil	Employment Status: Permanent Part time 0.6 - 0.8 EFT	Classification: Social and Community Services Employee Level 5 (Pay point dependant on experience)
Position Primary Purpose		
<p>The Complex Care Coordinator – Pre-MACNI, will work collaboratively with the Complex Needs Program within Department of Families, Fairness & Housing to coordinate care for clients presenting to the Pre-MACNI and MACNI team with multiple and complex needs. The Complex Care Coordinator position will work with Care Teams for individuals who would benefit from receiving a coordinated response: for example, there is organisational stress, there is a period of transition such as moving to adult services or changing regions, and multiple organisations or statutory authorities are involved.</p> <p>The Complex Care Coordinator will have extensive knowledge of mental health, AOD and related services and be skilled in working collaboratively with external service providers across the health and community services sector. The key aspects of the role include developing, implementing and reviewing collaborative care plans with the care team, maintaining regular contact with the care team, facilitating well-structured care team meetings, providing support and guidance at critical points and monitoring to ensure tasks are completed within agreed timelines. The Complex Care Coordinator works to assess and document the effectiveness of the agreed service responses.</p>		
Decision Making Authority		Key Relationships
Decisions made independent of Manager <ul style="list-style-type: none"> Decision as per the AccessHC Delegation Framework 		Internal <ul style="list-style-type: none"> Engage in regular clinical supervision with Senior Clinician Engage in monthly operational supervision with AOD Manager Liaise with any other Access HC staff involved in client care (e.g. Mental Health team, GP, Dental Services). External <ul style="list-style-type: none"> Engage in regular meetings and collaborative work with the Complex Needs Program, Department of Family, Fairness and Housing (DFFH) Members of the client's care team, including Area and Local Mental Health & Wellbeing Services, alcohol and other drug services, GPs, NDIS and other health professionals

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Key Accountabilities	
Focus Areas	Responsibilities
Pre-MACNI Care Coordination	<ul style="list-style-type: none"> Take a lead role working with the care team and DFFH to coordinate care, and support the care team to work collaboratively to meet the care goals in line with the Complex Care Plan <p>In collaboration with the care team, develop a Care Plan to support the care team and the client within 6-8 weeks of referral</p> <ul style="list-style-type: none"> Develop flexible and creative service options with the care team, in line with client and care team goals stipulated in the care plan. Maintain a current and future focus on the client's needs and goals through engagement with the care team. Provide client centred care ensuring the client, and where relevant and approved the clients family and any other supports, are actively involved in the care planning process Lead and support the care team by directing the coordination of services and promoting effective, open and honest communication between parties Build shared goals, knowledge and mutual respect through frequent, timely and solution-focused communication Coordinate, chair and minute, regular meetings between all services to develop and monitor the care plan and adjust interventions to ensure responsiveness to changes in the person's circumstances (could add a point about ensuring clear, accurate and action oriented minutes are distributed in a timely manner) Liaise with the Complex Needs Coordinator from DFFH throughout the period of care coordination in a regular and timely manner Using leadership and strong interpersonal communication skills to guide the care team in their support of the client, including negotiating and managing conflict if required Ensure the implementation of flexible, innovative and sustainable service options for the person Lead and coordinate a risk management response, including a crisis intervention plan if necessary Clarify care team roles and responsibilities and develop communication protocols Initiate and manage referral pathways and provide advocacy where required Be a point of contact for clients, their families and carers when service arrangements are not working or the person becomes disconnected from required supports Conduct transition planning to mainstream services where appropriate

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Key Accountabilities	
Focus Areas	Responsibilities
Reporting and Collaborative Care	<ul style="list-style-type: none"> • Complete assessment reports, care plans and documentation as per AccessHC case notes policy and maintain accurate and up-to-date client files. • Maintain high quality clinical case files and related data recording as per program requirements, including accurate and thorough documentation of clinical risk incidents and case notes • Ensuring all reports, care plans and documentation are completed in a timely manner and to a high standard • Contribute to the planning, development, delivery and evaluation of the Coordination program and broader AOD service model at AccessHC • Participate in other program development and project work as required • Manage and meet individual performance targets as required for funding purposes; provide accurate and up –to-date client records and targets • Represent the service as required in a professional, courteous and empathic manner. • Actively participate in individual and group clinical supervision with the Senior Clinician/s • Actively participate in monthly operational (line management) supervision with the AOD Manager • Actively participate and contribute to AccessHC service integration activities as requested by the Manager • Actively participate and contribute to regular meetings with the Complex Needs Program, DFFH. • Work as part of a multi-disciplinary team to contribute to service and team development and promote the reputation of the organisation, the Coordination initiative and DFFH partnership
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of: <ul style="list-style-type: none"> – Equity – Collaboration – Respect – Innovation – Quality

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Key Accountabilities	
Focus Areas	Responsibilities
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position • Complete all essential training requirements to support the delivery of a safe and effective service • Actively participate in relevant continuing professional development in line with • Work with senior clinician and Management to make a contribution towards effective risk management • Take personal responsibility for the quality and safety of any work undertaken
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct • Treat others with respect and always behave professional and in accordance with the AccessHC Code of Conduct

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Selection Criteria	
<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (<i>mandatory if lived/worked overseas in the past 10 years</i>) • Working With Children Check • Drivers Licence <p>Key Criteria selection</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications in a mental health or alcohol and other drug field (such as social work, occupational therapy, psychology, nursing or similar discipline) • Relevant work experience with a minimum of 3 years' experience working with clients with multiple and complex needs (including severe mental health, AOD, PreMACNI and MACNI and other co-occurring conditions) • Demonstrated experience in care coordination roles and/or working with complex care teams within a goal-directed, recovery-oriented approach and the ability to coordinate and direct care plans for clients presenting with a broad range of complex psychosocial needs • Demonstrated skill and experience in clinical risk assessment and management and record keeping • Excellent understanding of mental health and alcohol and other drug (AOD) treatment services and referral pathways • Understanding of harm minimisation and reduction principles and commitment to work with a recovery-oriented model 	<p>Attributes</p> <ul style="list-style-type: none"> • The ability to maintain high level assessment documents, client records, reports and case notes. • Well-developed interpersonal and communication skills and the ability to work as part of a team • The ability to work respectfully and creatively with diverse populations including culturally and linguistically diverse communities, First Nations Australians and the LGBTIQ+ community • The ability to take initiative in the workplace, be flexible in your approach and be a self-directed learner • Effective time management and prioritisation skills • High level of accuracy and attention to detail • Strong analytical and problem solving skills • Demonstrated behaviours consistent with AccessHC values • Experience using electronic health records and reporting software, including TrakCare (desirable)
<p>Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities.</p> <p>At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</p> <p>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.</p> <p>As a vaccine positive organisation, we encourage COVID-19 vaccinations and require successful applicants to undergo a NDIS Check, Working With Children Check, Police Check and potentially an International Check.</p>	

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Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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