

COMMUNITY SUPPORT COORDINATOR

TITLE

- Community Support Coordinator

REPORTS TO

- Care Manager, Vincentcare

POSITION STATEMENT

- To implement Vincentcare key services by providing psychosocial and accommodation support to individuals with a lived experience of severe and enduring mental illness within a recovery framework, taking particular responsibility for supporting residents living in the services' shared houses.

ORGANISATIONAL RESPONSIBILITIES

- To uphold and work within the ethos of the St Vincent de Paul Society.

REGULATORY COMPLIANCE RESPONSIBILITIES

- Privacy Act 1998, Privacy Amendments Act 2000 and the Privacy principles
- Mental Health Act 1996
- Health Act 1911
- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996
- National Standards for Mental Health Services 2010
- Licensing Standards for Private Psychiatric Hostels 2006
- Residential Tenancies Act 1987 and Residential Tenancies Regulations 1989

CONTINUOUS IMPROVEMENT RESPONSIBILITIES

- Actively promoting the philosophy of continuous improvement
- Completing continuous improvement activities
- Actively promoting OSH
- Attending all in-service training sessions

CHARACTERISTIC FUNCTIONS AND RESPONSIBILITIES

- Take case management responsibility for residents living in shared houses within the service.
- To work within a recovery framework and encourage a culture of reflective practice.
- Manage a small team responsible for daily living skills and support within the shared houses.
- Be on call after-hours for emergencies – including participating in roster for emergency on-call.
- Promote Vincentcare in a positive light to industry bodies and the wider community.
- Ensure Vincentcare's shared houses maintain standards required for maintaining their licensing with the Department of Health.
- Liaise (in conjunction with the Care Manager) with allied health professionals, the mental health teams, doctors and consumers when processing referrals for shared houses.

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- Coordinate, design and regularly review a Mental Health Recovery Outcome Plan of Care in collaboration with the consumer, their representative, the clinical care coordinator and the consumer's community case manager.
- Actively oversee the consumers' admission process, ensuring that all documentation is completed in a timely manner and in accordance with contractual requirements.
- Respond in a responsible, efficient, creative and innovative way to consumer needs with a professional commitment.
- To provide support, information, referral and advocacy to Vincentcare consumers using a person centred case management approach.
- To engage with consumers in a non-judgemental manner, facilitating positive relationships and promoting recovery, rehabilitation and independence by empowering residents to make informed decisions regarding their respective lifestyles.
- Maintain an up to date resource database and collect required statistical information in a timely manner.
- Ensure all records collected and stored meet documentation accountability guidelines and Privacy legislation.
- Be conversant with all Vincentcare policies and procedures ensuring required protocols are followed in the service.
- To deliver services within Vincentcare guidelines, legislative and best practice framework.
- To work within a code of conduct that requires confidentiality, accountability, safety and care to all.
- To contribute ideas and experience to the development of the service.

KNOWLEDGE AND SKILLS REQUIRED

- At least three (3) years experience in a community services agency.
- Tertiary qualifications in a relevant field or extensive relevant experience complemented by quality in-service training.
- A sound knowledge of services in the fields of mental health, housing, justice, culture, employment, education and training.
- Ability to work independently in an outreach context.
- Experience working with individuals with a mental illness and / or disability.
- Ability and experience in staff supervision and managing a small team
- A sound understanding of procedures and techniques involved in psychosocial and accommodation support.
- Values that are consistent with a recovery based model and the ability to apply these to work practices.
- Ability to maintain records and prepare reports.
- Ability to gain the interest, respect and co-operation of mental health consumers.
- Ability to function effectively in an emergency or challenging situation.
- Sound management, leadership and organisational skills.

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- Good communication, conflict resolution and interpersonal skills.
- Knowledge of Occupational Health and Safety requirements.
- The capacity to establish and maintain excellent networks within the community.

PERSONAL QUALITIES REQUIRED

- The ability to work as a member of a team and maintain professional working relationships.
- The ability to work independently and in a range of locations.
- The ability to assume responsibility and a leadership role.
- The ability to take the initiative in emergencies.
- Tolerance, patience and tact in dealing with people from a wide range of backgrounds and cultures.
- An excellent work ethic.
- Honesty and integrity.
- Mental and physical fitness.

QUALIFICATIONS REQUIRED

- Federal Police Clearance
- Senior First Aid
- Drivers licence

DRESS CODE

- Appropriate durable and chosen for the activity scheduled.
- Professional dress for meetings and appointments.
- A neat and clean appearance at all times.

JOB ENVIRONMENT

- Vincentcare promotes a non smoking environment. Smoking is permitted only in areas designed by Management and only at tea and meal breaks.

I have read the duties and responsibilities and fully understand my role in this position

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(Signature)

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(Date)