



Position Description

Coordinator Care Team (1)

Mums and Kids Matter
January 2019

Agreement

Signed – Operations and Clinical Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Coordinator Care Team (1)

Mums and Kids Matter

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Mums and Kids Matter

Mums and Kids Matter (MaKM) is an initiative funded by the Australian Government through NSW Health. It is designed to support mothers living with severe and persistent mental illness and complex needs, and their children (0-5 years), by providing in-home interventions in local communities, specialist support in short-term non-acute residential care and/or tertiary support in specialist facilities.

The primary focus of the program is to address the complex needs of mothers living with severe and persistent mental illness and their children (0-5 years) by providing mental health care and parenting support, whilst also catering for needs related to physical health, accommodation, vocation/education, disability and other co-morbidities.

The program is underpinned by a basic belief that retaining intact families, rather than having children placed in out-of-home care, is beneficial for the child, for the mother/parents, for the immediate family, and for the community, as well as being more cost effective.

3 Overview of role

The Coordinator Care Team (1) is an appropriately qualified, skilled and experienced health or allied health professional, who understands the person/family centred recovery model within the context of a stepped mental health service and works effectively as part of a multidisciplinary team.

The Coordinator will role model the appropriate leadership qualities that reflect Wesley Mission's vision and values and will support the Operations and Clinical Manager to execute the strategic plan,



lead Care Team (1), and ensure team members meet or exceed all KPIs. The Coordinator helps maintain a positive service culture within MaKM that is proactive, non-judgmental and reflective of Wesley Mission's Christian values.

The Coordinator is responsible for managing the roster, ensuring that MaKM's residential facility which operates 24/7 is adequately staffed, in accordance with Wesley Mission's Policy and Procedures.

The Coordinator works skilfully within the multidisciplinary setting to:

- lead and mentor members of Care Team (1)
- provide clinical expertise and support to direct reports
- work within a person/family centred recovery framework that develops individualised care plans that draws on the expertise of the multidisciplinary team
- support team members to provide excellent care to clients and complete all assessments
- communicate effectively across the multidisciplinary team
- work collaboratively with all MaKM team members to ensure the effective running of the program
- help oversee data collection and meet reporting requirements
- develop and maintain excellent relationships with key stakeholders
- role model the appropriate leadership qualities that reflect Wesley Mission's vision and values.

4 Relationships

Reports to: Operations and Clinical Manager, MaKM

Direct reports: Members of Care Team (1) including, but not limited to clinical psychology registrars, child and family health nurses, mental health nurses and social workers.

Key stakeholders: Services including but not limited to health, carer support, child protection, community mental health, childcare, counselling, educational, vocational, cultural and religious groups etc.

5 Major role responsibilities

5.1 Our clients

- Undertake comprehensive planning with team members to best meet the needs of the individual client and her family, to promote recovery
- be an active part of the MaKM multidisciplinary team to develop and roll-out care planning, care reviews and transition and/or exit planning meetings
- attend and participate in clinical care review meetings to assist with care planning, review, transition and exit processes for clients
- work with mothers and their families and/or carers and liaise with staff to identify needs, develop and maintain naturally occurring supports and secure other local resources/supports for the mother in her chosen community e.g. help her to access health care, maintain and/or obtain stable housing and take advantage of educational/vocational and other opportunities such as recreation and child care facilities, carer support services etc.



- ensure interventions delivered/implemented by team members are evidence based and accord with best practice
- ensure interventions are captured in individual care plans and progress is documented in the care plans and in the client database i.e. Carelink+
- ensure your direct reports develop a tailored, individualised plan for every client in the program and comprehensive planning is undertaken in preparation for each family's transition home
- as best as possible, remain cognisant of the current clinical/mental health status of clients who are receiving care in their homes or in MaKM's residential facility and if any deleterious change is observed in the client, immediately report this to the Operations and Clinical Manager
- invite, analyse and respond to client feedback, complaints or grievances and help develop remedial actions
- ensure that intrastate travel (undertaken by your direct reports) is by the most efficient and economical means and meets the needs of clients
- travel intrastate as required providing support to team members 'on the ground' as required
- assist team members to identify, mitigate and manage concerns relating to child safety, health and wellbeing by:
 - identifying risk and potential risk early
 - discussing any concerns with the Operations and Clinical Manager and other relevant staff as required
 - acting according to relevant policy and procedures, to ensure the safety and well-being of the child/children
 - identifying training opportunities for staff and discuss with the Operations and Clinical Manager
 - working in collaboration with other staff and other stakeholders to develop safety plans to address identified risk of harm and risk of significant harm concerns
 - continuing to monitor risk
 - making reports to Family and Community Services in line with mandatory reporting legislation that includes, but is not limited to, the NSW Mandatory Reporter Guide
 - making reports, as relevant, in line with Wesley Mission's policies and procedures
 - identifying early if the risk becomes too great for the mother and/or her child/children to live safely at the residential facility of MaKM or at home with her child/children.
- regularly meet with the Operations and Clinical Manager to ensure that quality care that is person/family centred and recovery focussed, is provided to every program participant
- be a strong ambassador for Wesley Mission and the MaKM team
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- build strong and effective relationships with key stakeholders and harness their support for the MaKM program
- work with the Operations and Clinical Manager to identify, develop and maintain positive and effective partnerships with relevant services to support clients of the program



- uphold the human rights of people with lived experience to participate in community and social settings that exist outside of mental health services
- coordinate an activities program for clients that promotes recovery
- coordinate active and meaningful consumer participation initiatives and in doing so, meet the National Standards for Mental Health Services (non-government community services)
- invite, analyse and respond to consumer feedback, complaints or grievance and help develop remedial actions.

5.1.1 Performance Measures

- 100% clients have an individualised care plan that addresses their needs
- High quality weekly schedule of activities (that promotes recovery) is developed and delivered every week
- Maintenance of 'master' roster ensuring 24/7 coverage in accordance with budget

5.2 Our people (our team)

- Work closely with the Operations and Clinical Manager to recruit and select new team members i.e. direct reports
- comply with all Human Resource (HR) policies and procedures and consult with the HR department as required
- provide professional and managerial oversight of Care Team (1):
 - line manage i.e. induct, identify strengths and areas for development, develop, mentor, train, supervise and lead team members
 - support team members with key assessment and case work decisions.
- supervise volunteers, as directed by the Operations and Clinical Manager
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- set KPIs for your staff and members of Care Team (1) and document within employee contribution and development plans
- support team members to meet or exceed KPIs
- complete the employee contribution and development process with every team member annually and develop action plans to ensure objectives are met
- ensure position descriptions for all staff are up-to-date and discuss and agree any proposed changes with the Operations and Clinical Manager
- ensure all team members complete Wesley Mission and MaKM mandatory training requirements within six months of commencement
- ensure a high level of staff morale and collegiate culture that supports professional excellence
- conduct regular feedback sessions and review feedback to ensure team satisfaction and continuous improvement
- identify and recommend opportunities to increase team satisfaction



- actively contribute to the success of Wesley Mission as a whole
- create a team culture of inspiration and passion for Wesley Mission
- support the Operations and Clinical Manager to execute the MaKM business plan
- monitor and manage allocation of activities and resources to support delivery of the MaKM business plan
- promote and ensure adherence to Wesley Mission brand by all members of the team
- work effectively as part of the MaKM multidisciplinary team
- lead by example to promote interdisciplinary support and cooperation, for the benefit of clients
- attend all scheduled meetings as requested by your supervisor
- meet with direct reports each month
- exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of organisational expectations and standards at all times.

5.2.1 Performance Measures

- Team members meet or exceed KPIs
- active and positive participation as key members of the MAKM multidisciplinary team
- active and positive participation in team meetings by your direct reports
- all disciplines work together as one, to deliver excellent outcomes and a high staff satisfaction rating
- individual team members attend at least one (1) Wesley Mission event each year.

5.3 Our operations

- ensure all team members utilise the client information system (Carelink+) in accordance with the MaKM Carelink+ training manual
- ensure all of your direct reports complete case notes and maintain contemporaneous records to a professional standard in Carelink+
- actively support the regular review of systems and processes to seek more efficient and effective methods of delivery and to ensure continuous improvement
- ensure team members are abreast of new developments and technological innovations relevant to Wesley Mission's work and complete training as required e.g. Carelink+
- adhere to all project delivery processes
- comply with Wesley Mission's Work Health and Safety Management Framework and ensure that this is applied to all relevant program documentation and activities
- actively participate in quality audits and adhere to accreditation standards and relevant industry legislation to ensure care is delivered in accordance with best practice guidelines
- complete all reporting requirements in a timely manner and to a professional standard
- maintain office and workstation in an appropriately neat and tidy state at all times



- ensure team members adhere to Wesley Mission and MaKM policies and procedures
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.3.1 Performance Measures

- All care/transition plans are complete and uploaded to Carelink+
- all direct reports maintain high-quality contemporaneous and professional records
- team members are compliant with all relevant policies and procedures
- 100% reports, assessments and outcome measures completed by the due date and to a professional standard.

5.4 Our financials

- Assist with budget preparation in collaboration with the Operations and Clinical Manager
- operate within the financial policies and budgets of Wesley Mission
- review income and expenditure statements on a monthly basis and advise the Operations and Clinical Manager of any concerns or anomalies
- when entrusted with Wesley Mission assets, including vehicles, mobile phone and internet access, protect the asset from harm or loss and keep discretionary and personal costs to a minimum.

5.4.1 Performance measures

- Operate within the budget
- promote cost-saving measures
- ensure only reasonable and necessary expenditure for authorised business travel is incurred
- all financial processes are followed.

6 Professional responsibilities

- Personally model excellence in ethical practice and professional standards
- support the Operations and Clinical Manager in maintaining a positive service culture within MaKM that is proactive, non-judgmental and reflective of Wesley Mission's Christian values
- apply and promote a person/family centred recovery approach to practice and service delivery
- maintain current registration with AHPRA or AASW membership
- regularly report to and inform the Operations and Clinical Manager on key operational developments
- manage issues as they arise, communicating operational issues early to the Operations and Clinical Manager to help manage risk
- handle confidential matters with discretion
- manage all aspects of your workload including meeting individual KPIs



- write reports and complete evaluation activities as requested by the Operations and Clinical Manager. This may include but is not limited to data collection and monthly reporting requirements against targets
- attend on-call duties at regular intervals
- travel intrastate as required, as directed by the Operations and Clinical Manager
- participate, at least annually, in Wesley Mission's Employee contribution and development process
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. All hazards and injuries must be reported through normal processes as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in Wesley Mission's Orientation program, so as to gain an understanding of the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- as directed, undertake other activities to support the delivery of the MaKM business plan and Wesley Mission strategic plan, as requested by your manager
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission and the Uniting Church in Australia, attend worship services as encouraged by your supervisor
- participate on an annual basis in Wesley Mission's employee contribution and development process
- attend clinical supervision on a monthly basis
- take responsibility for personal career development and training
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- attend four (4) 'whole of mission' events each year.

7 Selection criteria

Essential criteria:

- registered psychologist/nurse or mental health accredited social worker (AASW)
- demonstrated experience leading and developing a team for superior performance
- demonstrated experience working with and assessing the needs of clients with complex mental health problems



- demonstrated ability and willingness to work within a recovery-oriented model, utilising a person/family centred approach
- extensive knowledge of community services and resources
- understanding of child protection issues
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines
- effective team player with a positive can-do attitude
- willingness to travel intrastate to rural/remote areas for overnight stays to support staff 'on the ground'
- proficient computer skills in Microsoft Office
- must hold a current unrestricted NSW Driver's License
- support the Operations and Clinical Manager to build a strong, unified team to deliver excellent services
- willing to affirm the values of Wesley Mission

Desirable criteria:

- mental health expertise
- working knowledge of child and family support services
- knowledge of NSW Local Health Districts and their mental health systems

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