

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: HEALTHCARE COORDINATION WORKER

Name:		P.O. Box 1121 Bendigo Central Victoria 3552
Position number:		
Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013 - 2015	Central Site: Ph: (03) 5448 1600 Fax: (03) 5448 1699
Classification:	Community Development Worker Classification Range	Eaglehawk Site: Ph: (03) 5434 4300 Fax: (03) 5434 4355
Site:	Based at Kangaroo Flat site however the position may be required to work from any BCHS site as negotiated	Kangaroo Flat: Ph: (03) 5430 0500 Fax: (03) 5430 0544
Hours per fortnight:	45.6 hours per fortnight	Elmore Primary Health: Ph: (03) 5432 6001 Fax: (03) 5432 6101
Tenure:	Fixed term to 29 June 2018	
Position description developed:	October 2017	
Responsible to:	Andie West, Director - Children Youth and Family Support Services	

1. Position Role

The role of the position is:

1. Integrated across all Child Youth and Family Support services teams.
2. To provide care coordination to children and young people in Out of Home Care and Residential Care, and also to families with complex needs - to increase the accessibility of services and maintain engagement over time.
3. To make accessing the most appropriate services easier for children and young people in Out of Home Care and Residential Care and also to families with complex needs.
4. To provide referral pathways and recommendations on continued care where a Case Manager is currently involved with the child, young person or family.
5. One day per week of the role will be focused on service development, building capacity in referring organisations and creating sustainable change in practice.

2. Position Responsibilities

The responsibilities of the position are:

1. Based on a General Practitioner assessment, provide feedback to the family or Case Manager in relation to referrals to services.
2. When supporting a family, negotiate and prioritise accessing services and support referral and engagement processes as required.

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3. Coordinate care for families and provide a “key worker” role to making accessing services easier. This may include initiating referrals, advocacy, providing information and liaising with other services - in the best interests of the children within the context of their family.
4. If the consumer is engaged with a service/program - provide all relevant information, such as assessment outcomes (needs of the child/young person/family) and referral recommendations to the Case Manager responsible.
5. Enhance service accessibility, and capacity to maintain engagement with services by using brokerage (as approved by the Manager).

3. The Role of the Team

Bendigo Community Health Services, Children Youth and Family Support Services (CY&FSS) encompass the following programs and services:

- Early Childhood Intervention Services
- Family Day Care
- Mental Health Carers Program
- Family Support
- Young Pregnant and Parenting Program
- Child Health Invest - Community Paediatric/Multidisciplinary team
- School Focussed Youth Services
- Communities for Children Supported Playgroups
- Health promotion funded programs - Community Kitchens
- North Central Victorian Family Services Alliance facilitator

CY&FSS programs and services work collaboratively to promote the best interests of children in our community. Services are integrated and flexible to meet the needs of vulnerable families who require support to enhance outcomes for their children. Services are trauma informed and holistic, aiming to gain the best possible outcomes for children, within the context of their family/current living arrangements.

CY&FSS teams aim to interrupt the intergenerational cycle of disadvantage and poor health and wellbeing with the families we work with.

CY&FSS teams also work with community to promote the best interests of children (health and wellbeing) through providing information and education.

4. Key Selection Criteria

4.1 Essential

1. Tertiary qualification in mental health, social work, occupational therapy (mental health) or Mental Health Nurse or similar.
2. Eligibility for membership with the relevant governing body.
3. Extensive experience working in community based settings, working with vulnerable children/youth/families.
4. A comprehensive knowledge of the service system and referral pathways for families needing to access a variety of services and programs.
5. A sound knowledge of the Children Youth and Families Act 2005 and experience managing risk/child safety in a community based organisation.

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6. Demonstrated understanding of attachment, trauma and intergenerational disadvantage - and how these may impact on children, young people and their families.
7. Demonstrated experience in engagement and building professional relationships with clients from diverse backgrounds.
8. Excellent interpersonal and communication skills (written and verbal) with children, youth, families and professionals.
9. Ability to maintain accurate and confidential client information and complete reports/collate and report data according to identified deadlines.
10. Demonstrated ability to work independently as well as a member of multidisciplinary teams.
11. Personal commitment to promoting equality, diversity and human rights in all aspects of service delivery.
12. Ability to maintain a positive attitude to the program and service.
13. Current Working with Children Check.
14. Current Drivers Licence.

4.2 Desirable

1. Excellent organisational and time management skills.
2. Intermediate to high level computer skills including knowledge of Microsoft Office programs and electronic client management systems.
3. Demonstrated understanding of the social model of health and how it relates to clients and best practice service delivery within a Community Health setting.

5. Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

6. Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

6.1 Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

6.2 Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients

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- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

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6.3 Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

6.4 Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

6.5 Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Complete comprehensive assessments for children/youth/ families referred
- Based on a comprehensive assessment, design/recommend a plan for support – providing information to case managers, or coordinating care for families
- Support families to stay engaged with the service system – to facilitate positive change for children and young people

6.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment.

6.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children to reach their individual potential.

7. Other Essential Requirements

Staff will:

- Complete a satisfactory police check before employment is confirmed, the police check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury / Disease Declaration.
- Present a copy of your original professional qualifications document or registration.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

- Co-operate with and contribute to BCHS Occupational Health and Safety procedures and participate in appropriate safety information and education activities as required.

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8. Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Kim Sykes
Chief Executive Officer

Date:/...../.....

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Agreed: Healthcare Coordination Worker

Date:/...../.....