

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: CARE COORDINATOR/SERVICE NAVIGATOR – LODDON CHILDREN'S HEALTH AND WELLBEING LOCAL

Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Social and Community Service Employee – Level 3
Site:	This position is primarily based at our Kangaroo Flat site, however may be required to work from any site or outreach location as negotiated
Hours per fortnight:	76 hours per fortnight (part-time positions available)
Tenure:	Ongoing
Position description developed:	May 2023
Responsible to:	Senior Leader of Paediatrics

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy and collaboration.
- Inclusive**
 We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The Loddon Children's Health and Wellbeing Local (LCHWL) has been established in a partnership between Bendigo Health and BCHS as a part of the response to the Royal Commission into Victoria's Mental Health System.

The LCHWL provides services for children aged 0-11 years who are experiencing developmental, emotional, relational, or behavioural challenges and their families. The LCHWL will provide a central point for connecting, navigating, and accessing health and social care, whilst providing a coordinated and holistic care pathway for children and their families. The LCHWL will deliver services across six local government areas.

The LCHWL service delivery model will be co-designed with Partners – (Bendigo Health – Mental Health Services, BCHS Family Services, Spoke sites), paediatric service providers, and people with lived experience to provide a regionally based system response that improves access across prevention, primary and tertiary care in the Loddon region.

The LCHWL is a part of the Better Health portfolio that also involves the planning and provision of medical, paediatrics, chronic disease management, sexual and reproductive Health, refugee health nursing, workplace health, multi-disciplinary centre nurse, social support in Elmore, physiotherapy, dietetics, and GPs in Schools.

Position Role

This exciting new role will be an imperative part of the LCHWL team contributing to children and their families to reach their full potential. The Care Coordinator will work in collaboration with an intradisciplinary team across partner organisations, including Paediatricians, GPs, Nurses, Speech Pathologists, Psychologist, Family Services and mental health services to ensure that families are provided the support they need to connect and stay connected with the LCHWL services.

Position Responsibilities

The responsibilities of the position are:

- Providing a welcoming, inclusive and culturally safe welcome to families on arrival at the LCHWL physical site in Kangaroo Flat.
- Working collaboratively with children and their families and other service providers to avoid any duplication for the family, ensuring that care is coordinated and tailored to their specific needs and priorities.
- Providing sustained support and assistance to ensure families and children can access specialist mental health, paediatric and other services as required.
- Supporting parents, carers and children to build the knowledge, skills and confidence they need to navigate the service system and access the services they need.
- Advocating, sharing learnings, and building partnerships between service providers that support vulnerable families.
- Monitoring the changing needs of families, providing active early support in response to increasing need or risk.
- Establishing strong relationships with key internal stakeholders, Spoke sites and external stakeholders to continuously improve referral pathways, accessibility and service innovation and collaboration.
- Being an active participant in the model of care co-design, implementation and growth of the LCHWL.
- Other duties as required.

Key Selection Criteria

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Essential

1. Experience working in a community, education, health or related child and family setting.
2. Excellent interpersonal and communication skills and a high level of emotional intelligence.
3. Ability to work collaboratively within a multidisciplinary team.
4. Demonstrated ability to work in partnerships with organisations across the Loddon catchment.
5. Knowledge of and practical understanding of family centred practice.
6. Sound knowledge of the protective factors and contributors in relation to health inequality and vulnerability.
7. Demonstrated understanding of diversity and inclusiveness.
8. Certificate or Diploma in a relevant area such as community services, youth work, or mental health.
9. A passion for working with children and families to increase health literacy and enhance health and wellbeing.
10. Current Working with Children's Check and current driver's licence.

DESIRABLE

1. Understanding of broad service health and wellbeing system for children and families.
3. Advocacy skills or experience that will contribute to innovation in service delivery.
4. Lived experience as a parent or carer navigating the health and wellbeing system.

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.

Staff Review & 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.

Position Performance

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide high-quality service delivery to consumers and their families.
- Show evidence of positive and productive team and individual management.
- Demonstrate the ability to develop quality partnerships with key internal and external consumers and stakeholders.
- Demonstrate positive outcomes for clients through appropriate coordination, support, and interventions.
- Demonstrate a client-centric service delivery approach which meets individual preferences, needs and diversity.
- Demonstrate a holistic and integrated service delivery approach for consumers.

Self-Management

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

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- 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.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

Communication and Team Work:

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

- 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 hubs vision, values, and strategic directions.

Administration and Documentation:

Through the use of developed 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.

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 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.

Diversity and Culture

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

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.

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Other Essential Requirements

Staff will:

- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS' policies and procedures.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

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

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

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.