

POSITION	Program Coordinator Hospital Outreach Post Suicidal Engagement (HOPE)	STATUS	Full time / Part time / Various
REPORTS TO	Manager Mental Health Services	LOCATION	Outreach (initial base site Narre Warren)
RELEVANT ENTERPRISE AGREEMENT	FMC Mediation and Counselling Victoria Enterprise Agreement 2018 (Better Place EA)	UNDERLYING AWARD	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award)

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

PURPOSE OF ROLE

In collaboration with the Manager, Mental Health Services, this role is responsible for delivering the efficient and effective running of the HOPE program to deliver high quality services in line with funding agreements and BPA’s policies and procedures.

WORK PERFORMED

Program Coordination:

- Lead, coach, and mentor a team of HOPE Support Coordinators to deliver high-quality outreach psychosocial support and ensure the aims and objectives of the service are achieved.
- Provide psychosocial support to a reduced caseload of clients, ensuring appropriate assessment, planning and casework practices are applied.
- Manage client intake, triage and case allocation processes in partnership with Monash Health through weekly clinical review meetings.

- Develop and maintain referral, intake and escalation processes in collaboration with the Manager Mental Health to ensure timely and appropriate service responses.
- Provide operational supervision to Support Coordinators, ensuring effective case management, manageable workloads and adherence to service delivery requirements.
- Meet regularly (minimum weekly) with Support Coordinators to provide operational and casework supervision, secondary consultation and debriefing as required.
- Coordinate regular case reviews to ensure quality practice and positive client outcomes.
- Support staff to recognise, assess and appropriately escalate clinical concerns, suicide risk and critical incidents through established Monash Health clinical escalation pathways.
- Assist the Manager in managing critical incidents and adverse events, including coordinating postvention responses such as staff debriefing following a suicide or other significant incident.
- Ensure practitioners receive appropriate supervision, reflective practice opportunities and professional development.
- Attend and actively participate in weekly clinical meetings and other governance meetings with Monash Health and relevant stakeholders.
- Coordinate staff activities including team meetings, case reviews, training and ongoing professional development.
- Establish and maintain effective communication with stakeholders to ensure all aspects of the service are appropriately represented and communicated.
- Build and maintain collaborative relationships with Monash Health, Community Mental Health Services, primary and specialist mental health services, and other relevant stakeholders.
- Work collaboratively with Aboriginal, Torres Strait Islander, multicultural and other specialist community services to ensure culturally safe and responsive service delivery.
- Participate in community education, promotional activities and service development initiatives that support the HOPE Program.
- Prepare accurate and timely reports in accordance with funding and organisational requirements.
- In conjunction with the Manager, ensure the Service Delivery Model is implemented and maintained

Leadership:

- As a member of the leadership team, foster a culture of professionalism, innovation, collaboration and continuous improvement while role modelling Better Place Australia's values.
- Promote teamwork through the sharing of knowledge, skills and best practice.
- Support staff to develop effective referral pathways and collaborative networks across Better Place Australia and external agencies.
- Provide leadership in engaging vulnerable populations at increased risk of suicide and ensure service responses are accessible, inclusive and responsive to individual needs.
- In collaboration with People and Culture, undertake all people management responsibilities for direct reports including recruitment, induction, performance management, professional development and performance review.
- Conduct annual performance reviews and support staff development through agreed learning plans.
- Role model Better Place Australia's health and safety framework, promoting a culture of safety, wellbeing and effective risk management.

Quality & Compliance:

- Ensure all quality, clinical and organisational risks are identified, reported and managed in accordance with organisational policies and funding requirements.
- Maintain a sound working knowledge of the QIC Health and Community Standards and ensure compliance across the program.
- Pursue opportunities for continuous quality improvement and contribute to accreditation activities.
- Participate in internal and external audit processes and implement improvements arising from audit

findings.

- Undertake regular client file audits and provide feedback to staff to ensure compliance with Better Place Australia policies, contractual obligations and best practice.
- Contribute to the development, implementation and review of service manuals, procedures and operational documentation.
- Ensure all reporting requirements and funding contract obligations are met to a high standard.
- Ensure Better Place Australia's Code of Conduct, policies, procedures and guidelines are understood and reflected in day-to-day practice.
- Respond to complaints and implement strategies to improve service quality and client experience.
- Maintain accurate client records, case notes and administrative documentation in accordance with organisational requirements.
- Participate in regular clinical supervision, reflective practice and performance development activities.

Other:

- Other duties as assigned that are consistent with the scope of the position.

KNOWLEDGE AND EXPERIENCE

Essential:

- Tertiary Qualification in a relevant discipline with an orientation to behavioural sciences.
- Demonstrated ability to lead a multi-disciplinary team to deliver outcomes for people with complex needs.
- Experience in providing operational and clinical supervision to a multi-disciplinary team.
- Demonstrated knowledge of the principles of outreach based psychosocial care and suicide prevention.
- Demonstrated ability to effectively manage operational systems for a health or community services organisation and report on activity, planning and development processes.
- Demonstrated understanding of the key issues in relation to the health, mental health and social wellbeing needs of people who experience suicide and their families and support people.

Desirable:

- Evidence of leadership training and ongoing professional development.

PERSONAL COMPETENCY REQUIREMENTS

- Proven ability to engage and lead others to deliver expected outcomes
- Proven ability to identify opportunities for change and lead continuous improvement initiatives
- Ability to produce high quality reports and interpret data to inform service improvement
- Highly developed interpersonal skills and ability to build relationships and partnerships with internal and external stakeholders.
- Ability to represent the organization in service networking forums, engaging and maintaining effective stakeholder relationships.

RISK SCREENING

- Current Victorian driver's license and access to own transport
- Current satisfactory National Police check
- Working with Children Check (Victoria)

KEY RELATIONSHIPS / INTERACTIONS

Internal:

- Administration Coordinators
- Operational Staff
- Manager Mental Health
- Executive Team
- CEO

External:

- Monash Health
- HOPE Clinical Team
- Clients and their family members
- Local Health District Staff, including clinicians
- Governance Advisory Committee
- Community and Mental Health Services

GENERAL INFORMATION

Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety, and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.