

POSITION	Support Coordinator Hospital Outreach Post Suicidal Engagement (HOPE)	STATUS	Part time (0.6 FTE)
REPORTS TO	Team Leader - HOPE	LOCATION	Outreach (initial base site Narre Warren)

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

The HOPE program is a non-clinical support service focused on providing practical psychosocial support in the form of case management to people experiencing a suicidal crisis or who have attempted suicide.

Support is provided for up to three months and targets those at the highest risk through referrals following hospital presentations or through specialist mental health services. Referrals from other sources are also accepted.

Support Coordinators will also work with the support/carer network to upskill and support them, to continue to support the client after the service provision has concluded.

WORK PERFORMED

Direct Service:

Support Coordinators are responsible for providing non-clinical care and practical psychosocial support to individuals in the first three months following a suicide attempt or suicidal crisis.

The Support Coordinator:

- Works collaboratively with clients and their support networks with a recovery or strengths-based approach to formulate, implement and review support plans, needs assessment and safety plans.
- Works collaboratively with clients and their support networks to monitor progress through completion and review of outcome measures.

- Implements practices to maximise engagement of people referred to the service, especially from harder to engage groups.
- Ensures all interactions with diverse clients is culturally appropriate.
- Assists clients to connect with health, clinical and community-based support services as outlined in the hospital discharge plan and wellbeing plans.
- Ensures client rights, confidentiality and self-determination within a context of safety planning and risk mitigation.
- Effectively manages information sharing with other service providers, where relevant and/or required.
- Keeps electronic client information records updated and ensure an accurate record of activities are maintained.
- Undertakes monitoring, reporting and evaluation activities.

Liaison and Coordination Responsibilities:

- The establishment of partnerships and linkages with other services to establish good referral pathways into and out of the HOPE service in order to reach vulnerable people, families and carers who may not otherwise engage with the mental health or community service sector.
- Interact and liaise with relevant organisations providing information and support to community workers. For example, Community Mental Health, Community Centres, Refuge Support Services etc.

Responsibilities to Better Place Australia Practitioners:

- Monitor and advise on the information provided by Intake Practitioners conducting screening, triage and needs assessments of clients.
- Act as a resource/support to other workers on suicide prevention and mental health matters as required.
- Participate in staff development activities.
- Work within a multi-disciplinary team and provide support to other team members in their work, through the sharing of skills and knowledge.

Quality & Compliance:

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff.
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards.
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained.
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements.
- Ensure Better Place Australia's services comply with applicable funding contracts, including reporting requirements.

Administration Responsibilities:

- Maintain accurate and up to date Client Records, including clinical notes, assessment documentation, correspondence and any other relevant information such as IVO's or Court Orders.
- Enter all required data into Client Record Management database within 1 day of activity.
- Meet minimum Key Performance Indicators (KPIs) applicable to job role as per PPR process.
- Actively manage Penelope/Outlook calendar ensuring it is consistently current up to 6 weeks in advance with all appointments.
- Provision of accurate and timely reports so as to enable program and service evaluation and to inform

decision making.

- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case review.
- Ensure program activities derived from the HOPE enhanced model requirements are implemented.
- Be willing to reflect upon own professional and personal practice within the organisation and demonstrate integrity and honesty based on a commitment to high quality professional practice.
- Attend and actively engage in supervision sessions as required.
- Participate in the annual staff appraisal process.
- Maintain knowledge of, and adhere to, the policies and procedures of the organisation.

Other:

- Other duties as assigned and which are consistent with the position.
- Ensure compliance with Better Place Australia's Code of Conduct and related organisational policy material.
- Contribute to a culture of health and safety.
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

KNOWLEDGE AND EXPERIENCE

Essential:

- Demonstrated commitment to child safety and evidence of active involvement in child safety activities and initiatives.
- TAFE or Degree qualification applicable to the delivery of non-clinical psychosocial support services.
- Experience working with culturally and linguistically diverse communities and supporting migrants and refugees.
- Demonstrated case management skills and ability to work effectively with clients, family members and service providers to identify solutions.
- Sound understanding of the personal, family, and social issues associated with suicidal ideation and attempts, including awareness of groups identified to be at increased risk of suicide.
- Excellent communication skills, particularly with individuals and their families/carers who may be experiencing significant distress.
- Experience liaising with external service providers including specialist mental health services, GPs and other community-based services and organisations.
- Good understanding of recovery principles and/or strengths-based principles.
- High level of competency using technology to coordinate client care, to collaborate with other providers and report outcomes.
- Demonstrated interest and/or experience working with cultural and community groups known to be at a higher risk of suicide (e.g. males, Aboriginal and Torres Strait Islander people).

Desirable:

- Experience supporting people with CALD background
- Experience in case management of clients with complex mental health needs
- Experience providing Community Based Psychosocial Outreach support
- Demonstrated high level of skills in managing and resolving conflict.

PERSONAL COMPETENCY REQUIREMENTS

- Well-developed communication and interpersonal skills.
- Sound engagement and rapport building skills.
- Strong needs and risk assessment skills.
- Resilience in the face of complex client risks and systemic challenges.
- Ability to think creatively and to develop creative solutions to situations as they arise.
- The ability to work effectively both individually and as part of an integrated team.
- Sound planning and organisational skills.
- Self-directed approach to learning.
- Sound computer literacy and data entry skills.

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
- Team Leaders
- Team clinicians

External:

- Clients and their family members
- Members of the Community
- Community and Government Representatives and Service Providers.
- Partner organisation representatives

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.