



WESTERN REGION HEALTH CENTRE LTD

POSITION DESCRIPTION

Position:	Team Leader – Intensive Outreach and Primary Care
Location:	215 Nicholson Street Footscray (However the position may be required to work from any of the Centre's sites).
Job Status:	1.0EFT (38 hours per week)
Conditions of employment:	Social and Community Services Award: Class Three
Authority re Appointment:	General Manager – Primary Care Services
Reports To:	Program Manager – Assertive Outreach Programs

PROGRAM INFORMATION

The Western Region Health Centre Ltd. is an organisation providing a range of health services to the general community in the City of Maribyrnong. The Centre employs over two hundred staff, and operates from multiple sites located across Footscray and Braybrook/Maidstone. Some services extended beyond the boundaries of Maribyrnong and include Hobsons Bay and Wyndham. Health services include: General Practice, Specialists, Community Health, Mental Health, Podiatry, Community Nursing, Occupational Therapy, Dentistry, and Social Work. The Centre also provides services for frail aged, and disabled people including Western Region Outreach Service (WROS), ROCKET (Residential Rehabilitation), Intensive Outreach, Older Persons High Rise Support Program, Housing Support for the Aged and the ABODE Program.

POSITION OBJECTIVE

The position is responsible for the day to day management of a psychiatric disability rehabilitation support service that provides intensive outreach case management support to clients who have a diagnosed mental health issues. The position is also responsible for co-ordinating primary care services to people with mental health issues and complex needs

First Response

This First Response Program aims to provide integrated primary health support for people with mental health issues and complex needs. Research indicates that these target groups have poor general health outcomes and difficulty accessing mainstream primary care services. Evidence suggests that the physical health needs of people with mental health issues and those at risk of homelessness are both complex and inadequately addressed through traditional models of primary care service delivery. VICSERV as part of its work on the 'Journey To Social Inclusion' (Septembers 2008) reviewed research into health inequities for these groups, and reported a range of concerning trends relating to health status, life expectancy, death rate as well as incidence of cardiovascular and respiratory disorders, cancers, diabetes and other co-existing and often preventable/treatable conditions.

The research clearly indicates the need for a primary health response that is capable of sustainably engaging with this client group and developing strategies for the management of

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chronic conditions. WRHC recognizes that a new and innovative model of service is required to make a difference to health outcomes and has, over the past twelve months, worked to develop both an environment and model of service that aims to create this difference. The service that has resulted from this work is based at our Nicholson St site - A Primary Care service for clients with mental health issues and/or at risk of homelessness.

The First Response Program provides a first point-of-contact for clients who present to the primary care service. The program undertakes assessments of a clients presenting needs and responds to these by making appropriate referrals, linkages and providing information relevant to the clients situation. This includes ensuring access to services for clients both internally at WRHC, and externally with partnering agencies. The First Response Program includes Allied Health Clinics, Medical Clinics as well as clinics offered by external providers such as Legal Services and Optometry.

First Response is a flexible service response. It is a short duration response of one to two months but may be repeated for some (or many) clients over the course of a year and will build additional pathways for clients to engage in primary health services located in other parts of WRHC.

It offers:

- 1st phase care planning.
- Internal / external referral, including supported referral.
- Coordination of immediate care response.
- Access to shared services**.

For some clients First Response may involve initial assessment and allocation to programs located at Nicholson Street and / or other programs across the WRHC.

First Response has one worker directly reporting to this position.

Acacia

Acacia is funded through the Department of Human Service's Mental Health Program and is based on a recognition that people with multiple or complex needs who are homeless or living in insecure or low-cost accommodation are often very isolated and not well linked into health, housing or community support services. They may have difficulties negotiating access to services and are likely to not receive appropriate services. Therefore, a very long term and flexible assertive outreach response is required to assist this group of people.

The ACACIA Program's client group often has other disabilities or diagnoses in addition to those associated with psychiatric disability. This includes acquired brain injury, intellectual disability, frailty, or drug and alcohol dependence.

The service provides intensive support, practical assistance and advocacy which may include:

- Assisting clients to obtain and maintain housing options;
- Assisting clients to access and keep appointments with health and welfare services;
- Providing support to clients around legal matters;
- The provision of emotional support;
- The provision of practical assistance with daily living skills or;
- Assistance and support to access recreation, educational and leisure opportunities.

Housing Support for the Aged Program (HSA)

The Housing Support for the Aged Program targets people with complex needs who are fifty or over who have a history of homelessness, social isolation and poor levels of engagement with health and social support services. Clients of the program must reside in accommodation provided by the Office of Housing or be eligible for Office of Housing accommodation. The program targets people who often present with one or more of these associated issues: Frail aged that have relatively low level physical care needs, people with an intellectual, physical,

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psychiatric or sensory disability. People with a acquired brain injury and drug and alcohol substance abuse problems.

This program has one position that reports to the Team Leader of Intensive Outreach and Primary Care Services

POSITION REQUIREMENTS

Culture and Team Development

- Provide professional supervision to staff in both programs,
- Ensure all staff receive timely and quality supervision,
- Develop Individual Development Reviews processes with all staff,
- Be involved in the recruitment of staff for both programs,
- Manage staff work hours and leave,
- Facilitate day to day support of staff in relation to professional practice,
- Provide professional supervision, management and support to students on placement,
- Be involved in addressing staff performance issues in consultation Program Manager,
- Ensure services are provided in a manner that is sensitive to the cultural background of clients.

Quality

- Be involved in Continuous Quality Improvement activities eg. Accreditation, policies, procedures, client file audits,
- Handle client complaints in accordance with Centre policy and procedures,
- Ensure practice is consistent with relevant legislation eg. Privacy Act, State and Commonwealth Disability Services Acts, Victorian Mental Health Act, The Health Services Act.

Risk Management

- Participate in the identification of risks for the Centre,
- Manage demands for services,
- Ensure incidents are reported, resolved and followed up,
- Involved in the development, implementation and review of program plans.

Financial Management

- Monitor client expenditure in line with Centre policy and in liaison with Program Manager,
- Authorise expenditure in line with policy and ensure use of proper recording systems,
- Involvement in the writing of submissions and grant applications.

General Organisational Requirements (standard)

- Participate in strategic planning and development activities as required.
- Participate in WRHC Research & Evaluation projects as required
- Report on all areas of responsibility against performance targets as required.
- Undertake specific projects or tasks as directed by Program Manager – Assertive Outreach Programs
- Participate in Health Promotion initiatives and activities as required
- Maintain information systems on relevant resources and implement relevant administrative procedures and systems.
- Participate in regular supervision meetings and an annual Individual Development Review process with the Program Manager – Assertive Outreach Programs
- Maintain and develop standards of practice and skills by pursuing internal and external professional development opportunities.
- Promote and represent the Centre as a caring, professional, and client-focused organisation, and its range of primary health and social support services.
- Adhere to Workplace Health Safety and Well Being standards within the organisation.
- Participate in the identification of risks to the program and organisation.
- Adhere to all Centre policies and procedures

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Commitment to the philosophy of Western Region Health Centre (standard)

- Commitment to the philosophy expressed in the centre's vision, goals and values statements
- Commitment to work within a community focused whole of population health approach, recognising the importance of providing a medical model within a holistic health response
- Commitment to working within a service which includes targeting of marginalised communities
- Commitment to providing services in a manner that is sensitive to the cultural background of clients.

Other

- Other tasks and responsibilities relevant to the role as requested.

KEY SELECTION REQUIREMENTS

Applications are invited from suitably qualified and experienced people addressing the following areas:

Mandatory:

- A relevant qualification at a degree or equivalent level in the health or social welfare sector, eg social work, community development, psychology, nursing, etc. or equivalent experience.
- A demonstrated knowledge of and experience in providing services to mental health, homeless and complex client groups.
- Excellent interpersonal, communication and liaison skills.
- Experience in and understanding of outreach service provision in mental health and community services.
- Experience in and understanding of the provision of primary health care services.
- Skills in planning, implementing and evaluating projects.
- Culturally and Linguistically Diverse Focus - sensitivity to, and understanding of, the needs of clients from culturally and linguistically diverse backgrounds.
- Current Victorian Driver's Licence.
- Computer literate.

Desirable:

- Experience / training in staff supervision and program leadership.
- Knowledge of the Western region and relevant services.
- Ability to speak a relevant community language.

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OTHER RELEVANT INFORMATION

- WRHC is an equal opportunity employer
- **Pre-Existing Condition Declaration**
Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position
- **Proof of Right to Work in Australia**
Documentation that proves the right to work in Australia will be required prior to appointment
- A pre-employment police check is mandatory for all new employees
- **Working with Children Check** - Appointment to the position will be subject to a satisfactory Working with Children Check
- Probation period of three (3) months
- Recipients of Voluntary Departure Package (VDP) are ineligible to apply
- Employees are requested to comply with the Centre's policy on staff immunisation

Employee signature: _____

Employee name: _____ Date: _____

Manager signature: _____

Manager name: _____ Date: _____