



WESTERN REGION HEALTH CENTRE LTD

POSITION DESCRIPTION

Position:	Care Plan Coordinator / Assessment & Care Plan Coordinator – Indigo Program
Location:	86 Paisley St, Footscray (However the position may be required to work from any of the Centre's sites).
Job Status:	Negotiable
Conditions of employment:	Dependent on qualification and experience (SACS Social Worker Grade 3, Community Health Nurse 4A, Psychologist 2, OT 2, RPN 3)
Authority re Appointment:	General Manager, Support Services
Reports To:	Team Leader, Indigo

WESTERN REGION HEALTH CENTRE LTD.

The Western Region Health Centre Ltd. is committed to improving the health and well being of the people who live and work in the Western Region by providing an accessible range of comprehensive, high quality and integrated health and welfare services.

The Centre is an organisation providing a range of health services to the community, predominantly in the City of Maribyrnong with some programs extending to neighbouring municipalities and state-wide. Services include:

- general practice
- community health
- allied health services
- refugee health
- dentistry
- services for people who inject drugs
- general, family violence and victims of violent crime counselling and support
- mental health, homelessness and outreach services
- services for people with complex needs

INDIGO

The Indigo Assessment and Care Plan Coordination Program is a part of the Multiple & Complex Needs Initiative (MACNI). MACNI is a time-limited response for people 16 years and older with multiple and complex needs; including those with combinations

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of mental illness, substance use problems, intellectual impairment, acquired brain injury and forensic issues.

Focusing on a more effective and coordinated approach, the initiative aims to:

- Stabilise housing, health, social connection and safety issues
- Pursue planned and consistent therapeutic goals
- Provide a platform for a long-term engagement in the service system.

MACNI is underpinned by the *Human Services (Complex Needs) Act 2009*. This Act establishes the authority for a collaborative and coordinated approach to planning service delivery for some of Victoria's most vulnerable community members.

Client participation in MACNI is voluntary.

The Indigo Assessment and Care Plan Coordination Program has a mobile team of four staff who provide Assessment and Care Plan Coordination to clients with complex needs. This is a state-wide service which can provide intensive support to clients and service providers when required. Indigo staff work predominantly during business hours, Monday-Friday and are available to undertake their work in rural and regional areas, as part of a state-wide service provision response.

The Care Plan Coordinator is appointed when a care plan is approved by the MACNI regional panels. The role of Care Plan Coordinator includes:

- Coordinating the services provided to the client in accordance with the care plan,
- Steering the direction of the care plan with a future-orientated approach
- Monitoring and providing written and verbal reports to the region on the implementation and progress of the care plan and the client.

Whilst this is predominantly a care plan coordination position, there may also be an opportunity to undertake assessment and care plan development.

POSITION REQUIREMENTS:

Care Plan Coordination

The Care Plan Coordinator will;

- Monitor the implementation of the Care Plan and the holistic progress of the person to whom it relates;
- Coordinate the services provided to the person in accordance with the Care Plan;
- Provide a report to the appropriate DHS MACNI Regional Panel every 4-6 months, or as often as the Panel requests, on the progress of the person to whom the Care Plan relates;
- Arrange and chair meetings of Care Team meetings;
- Utilise clinical expertise in the assessment of need or Care Plan Coordination intervention eg. Psychological, Occupational Therapy or Nursing assessment, dependent on qualifications and experience;
- Work in partnership with existing services to ensure clients can be maintained in appropriate environments;
- Provide initial engagement/relationship building with clients;
- Undertake situational assessment, crisis planning, case planning and review;
- Implement behaviour management strategies where required;

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- Develop, provide and/or link to groups and services that meet the health and well being, housing, social connectedness and safety needs of clients;
- Prepare and present in consultation with Team Leader and Program Manager, reports to the appropriate DHS MACNI Regional Panels as required.

Assessment and Care Plan Coordinator

In addition to Care Plan Coordination, in negotiation with Indigo management, Assessment and Care Plan Coordination may also be a part of the role. This process involves:

- Conducting a holistic bio-psychosocial assessment where required, of individual referred;
- When required, visiting clients in their environment of origin to conduct formal and informal assessment of their needs and capabilities;
- Synthesising and deriving meaning from existing information available about the individual;
- Making recommendations for additional 'clinical assessments' if required;
- Engaging the services provided to the person in accordance with the Care Plan and developing appropriate Service Agreements with service providers;
- Providing a report and care plan to the appropriate DHS Regional Panel within a negotiated period of time;
- Conducting an analysis of the service systems response and experience of the individual;
- Consulting with the current service providers and DHS and relevant key stakeholders to determine the most appropriate service/services to meet the needs of the individual;
- Constructing a Care Plan for the individual that reflects their needs for support and provides a platform for their on-going involvement in the existing service system beyond MACNI;
- Negotiate with existing service providers for a collaborative, responsive and planned support system for the client.
- Negotiate additional funding with the DHS as required.

Partnership

The Assessment and Care Plan Coordinator / Care Plan Coordinator will develop effective partnerships with key stakeholders by;

- Working in collaboration with the other service components of MACNI (regional gateway, and DHS MACNI Regional Panels, DHS services);
- Fostering good working relationships and a commitment to shared responsibility with a range of cross discipline agencies.

Consultation & Support to Service Providers

Part of the Assessment / Care Plan Coordination and Care Plan Coordinator role involves providing consultation to service providers when required. The Care Plan Coordinator will;

- Provide support, back-up and advice to service providers identified in the client's Care Plan;
- Provide direct practical assistance and strategies to build services' capacity to work with identified clients;
- Work in partnership with agencies already involved with client;
- Negotiate additional service provision as required;
- Assist services with training and support to develop skills and expertise in working with the client group.

Community networking, liaison and advocacy

The Assessment and Care Plan Coordinator and Care Plan Coordinator will work with

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community around issues relating to Indigo, MACNI and the Western Region Health Centre by;

- Participating in community development, community education and similar activities, as required;
- Identifying service gaps and access barriers and develop potential ways to address these problems;
- Participating in relevant WRHC training, forums and network meetings.

Culture and Team Development

The Assessment and Care Plan Coordinator and Care Plan Coordinator will be an active part of the Indigo and WRHC team by;

- Attending and actively participating in team and other staff meetings;
- Attending and actively participating in team case discussions,
- Contributing to the development and implementation of the Indigo Program and the WRHC as a whole.

Organisational development, quality improvement

The Assessment and Care Plan Coordinator and Care Plan Coordinator will contribute to the development of Indigo and the WRHC by

- Participating in service and organisation development and quality improvement processes;
- Participating in research, program evaluation and community development initiatives designed to identify service gaps, better guide service development and produce successful outcomes for people with complex needs drugs;
- Participating in service and organisation planning and design, including development, implementation and review of policies, procedures, and protocols

Organisational Requirements

The Assessment and Care Plan Coordinator and Care Plan Coordinator will adhere to organisational requirements by;

- Maintaining all documentation relevant to Care Plans and reports to the DHS MACNI Regional Panels;
- Keeping accurate and up to date base case notes, service utilization records and other relevant statistics as required;
- Participating in the development, implementation and review of program plans;
- Participating in the identification of risks to the organisation and its staff;
- Seeking authorisation for client expenses;
- Utilising and recording client funds in accordance with DHS Guidelines and within Program budget;
- Participating in strategic planning and development activities as required;
- Reporting on all areas of responsibility against performance targets as required;
- Undertaking specific projects or tasks as directed by the Team Leader and/or Program Manager;
- Participate in regular supervision meetings and an annual Individual Development Review process with the Team Leader;
- Maintaining and developing standards of practice and skills by pursuing internal and external professional development opportunities;
- Promoting and representing the Centre as a caring, professional, and client-focused organisation, and its range of primary health and social support services;
- Adhering to Workplace Health Safety and Well Being standards within the organisation;
- Adhering to all Centre policies and procedures.

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Commitment to the philosophy of Western Region Health Centre

The Assessment and Care Plan Coordinator and Care Plan Coordinator will abide by the philosophy of the Western Region Health Centre by:

- Demonstrating a commitment to the philosophy expressed in the centre's vision, goals and values statements;
- Demonstrating a commitment to working within a service which includes targeting of marginalised communities;
- Demonstrating a commitment to providing services in a manner that is sensitive to the cultural background of clients.

Other

- If agreed by the Care Plan Coordinator and their line manager, undertake the assessment and care plan development for clients.
- 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:

- Extensive experience working with clients who have complex needs (for example, in the mental health, general health, housing, disability, AOD, justice, youth or welfare sectors);
- A tertiary qualification in a relevant discipline;
- A demonstrated understanding of care coordination for people with complex needs;
- A demonstrated ability to engage in multi agency negotiations;
- Ability to manage workload within specified and tight timelines;
- Highly developed conflict resolution skills;
- Confident verbal presentation abilities and excellent report writing skills;
- Skills in the assessment of clients;
- Highly developed conceptual and analytical skills, including the ability to identify emerging issues, trends and risks in relation to resolving sensitive client and service delivery issues for people with multiple and complex needs;
- High level computer literacy;
- Current Victorian driver's licence.

Mandatory Key Selection Criteria must be specifically addressed in your application.

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OTHER RELEVANT INFORMATION

- 0.6 to Full time hours per week as negotiated
- WRHC is an equal opportunity employer
- Usual hours will be negotiated but are likely to be 9am to 5.06pm Monday to Friday. Given the nature of the client group, flexibility in hours is required, including evening and weekend work. Equivalent time-in-lieu will be paid where appropriate.
- Availability for rural and regional travel, including over-night stays (when required), is an expectation of this position
- Salary according to the Relevant Award dependent on professional qualifications
- Salary packaging is available in accordance with organisation policy
- **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: _____

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