



WESTERN REGION HEALTH CENTRE LTD

POSITION DESCRIPTION

Position:	Intensive Outreach Support Worker – Panorama
Location:	86 Paisley St, Footscray (However the position may be required to work from any of the Centre's sites).
Job Status:	0.8EFT to 1.0EFT (negotiable)
Conditions of employment:	Social and Community Services Award – Victoria – 2000 & Community Health Care (Stand Alone Services) Multi Employer Certified Agreement 2005 – Social Worker Class 2 (year commensurate with experience)
Authority re Appointment:	General Manager - Support Services
Reports To:	Team Leader - Panorama

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

PROGRAM INFORMATION:

Panorama is funded by the Department of Health (Victoria) and aims to work with people affected by complex, and often severe, mental health problems. There are two key focuses to the program:

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Date Revised: *18th January 2011*

Intensive Home Based Outreach Support (IHBOS):

IHBOS aims to provide client focused, intensive home based support to two main groups of mental health clients:

- Mental health clients who are in forensic and bed based clinical rehabilitations services, such as Secure Extended Care Units (SECU) and Community Care Units (CCU), with the aim of facilitating a successful transit to the community, and
- Mental health clients who are living in the community and have, in addition to their mental health issues, complex, multiple needs (including co-occurring disability and substance use problems, poor life skills, recurrent homelessness, repeated unplanned hospital admissions, and/or involvement in the corrections system).

This target group requires significant daily living support around activities such as shopping, medication management, budgeting, making appointments and accessing community based services. Clients are expected to have difficulties across multiple domains, limited capacity to self manage in the short term and minimal community and family connections.

To be eligible for IHBOS clients must be assessed as being able to living in the community (with high level support), have the potential to achieve a level of daily living skills and social function, not pose an unmanageable risk to themselves or the community and, be willing to participate in the program. It is expected that IHBOS will improve outcomes for participants, including an improvement in stability of symptoms and improved health outcomes, a reduction in hospital admissions and involvement with corrections, improved long term housing security, improved life skills and community engagement, and improved continuity of care.

Care Coordination for People with a Severe Mental Illness & Multiple Needs:

The aim of the Care Coordination Program is to target clients, registered with the specialist adult mental health service system (aged 16 – 64 years) who have a severe, enduring mental illness and psychiatric disability and multiple services needs, as well as a history of accessing a range of services in an ad hoc and often chaotic manner. Clients will most commonly have multiple problems, including mental illness and an intellectual disability or borderline intellectual functioning, acquired brain injury, Autism Spectrum Disorder, physical health and substance use problems.

Eligible clients will receive care coordination; a process which aims at improving coordination across different services providers. The role of the care coordinator includes:

- Development and monitoring of the care plan
- Taking a lead role in the coordination of services by promoting effective communication strategies,
- Coordinating regular meetings of the relevant service providers,
- Monitoring any brokerage provided for the client's care, and
- Developing or recommending flexible, creative and sustainable service options for the client.

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POSITION OBJECTIVE:

The Intensive Outreach Support Worker will be primarily focused on up to six clients who have severe mental illnesses and complex needs. The provision of intensive outreach support to these clients is the key element in this role, and there will be a requirement to develop and coordinate a care plan for these clients, in conjunction with the Panorama Care Coordinators.

POSITION REQUIREMENTS:**Care Plan Development and Coordination:**

In conjunction with the Panorama Care Coordinators and Team Leader, the Intensive Outreach Support Worker will;

- Develop a care plan, that reflects their needs for support and provides a platform for their on-going involvement in the existing service system, based on a review of client information and input from relevant services;
- Make recommendations for, and facilitate additional clinical assessments in consultation with the Team Leader and/or Program Manager;
- Work with treating clinicians to develop appropriate support structures;
- Consult with the current service providers and relevant key stakeholders to determine the most appropriate service/services to meet the needs of the individual client;
- Negotiate with existing service providers for a collaborative, responsive and planned support system for the client;
- Coordinate the services provided to the person in accordance with the care plan, via regular care team meetings;
- Report on the progress of the care plan to relevant parties, in consultation with the Program Manager and Team Leader, as required;
- Ensure services are provided in a manner that is sensitive to the cultural background of clients.

Intensive Outreach Support:

The primary focus of this role is the provision of intensive outreach support. The Intensive Outreach Support Worker will;

- Implement a structured plan for intensive outreach support based on the care plan;
- Provide support to clients, in conjunction with another staff member, in their place of abode;
- Facilitate supported referrals to service providers as per the care plan;
- Devise outreach based activities that focus on the specific needs of the client, for example: shopping, social activities, food preparation, attending community based appointments;
- Adhere to relevant policies and operational guidelines regarding outreach;
- Work collaboratively with the Team Leader and Program Manager to ensure the minimization of risk during outreach;
- Provide outreach reports both written and verbally to the care team, management and other stakeholders when required.

Community networking, liaison and advocacy:

To ensure a comprehensive and consistent approach to client care, the Intensive Outreach Support Worker will;

- Develop and maintain excellent working relationships with all key service providers and other stakeholders;
- Participate in community development, community education and similar activities, as required;

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- Identify service gaps and access barriers, then recognize and implement potential ways to address these problems.

General Organisational Requirements (standard):

The Intensive Outreach Support Worker will abide by general organisational requirements by;

- Participating in strategic planning and development activities as required;
- Participating in internal and external evaluations as required;
- Implementing relevant administrative procedures and systems to ensure reporting requirements to the Department of Health, WRHC board and other relevant agencies are available as requested;
- Participating in service and organisation development and quality improvement processes;
- Participating in service and organisation planning and design;
- Participating 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;
- Participating in the identification of risks to the program and organisation;
- Adhering to Workplace Health Safety and Wellbeing standards within the organisation;
- Adhering to all Centre policies and procedures.

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

The Intensive Outreach Support Worker will abide by the philosophy of the Western Region Health Centre program 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:

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

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KEY SELECTION REQUIREMENTS:

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

Mandatory:

1. A relevant tertiary qualification and experience working with people who have mental health issues and other complex needs;
2. Demonstrated experience in the development and implement of outreach activity plans and understanding of the principles of psychosocial rehabilitation for people with a mental illness;
3. A demonstrated understanding of the Victorian mental health sector, in particular how it relates to people with severe mental illness;
4. Demonstrated ability to work with difficult-to-engage clients with a range of complex needs;
5. Experience in developing creative strategies for client care;
6. Highly developed written and verbal communication skills,
7. Computer literacy,
8. Current Victorian Driver's licence.

Applications that do not directly address the Mandatory Key Selection Requirements will not be considered.

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: _____

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