

Position Information

Position Title	Coordinator, Child and Family Wellbeing Service
Program	Child and Family Wellbeing Service
Reports to	Program Manager
Direct reports	Child and Family Wellbeing Worker
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 4

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The aim of the Child and Family Wellbeing Service (CFWS) is to support children and young people who are showing early signs of, or are at risk of developing a mental illness, to improve their wellbeing and enable them to better participate in their communities and reach their full potential. The key outcomes are:

- Children and young people have improved emotional health and wellbeing.
- Children and young people can better manage the different aspects of their lives.
- Families and carers are helped to support their children and young people.
- Communities have a better understanding of and response to mental health issues that affect children and young people.

Reporting to and working closely with the Program Manager, the Coordinator will assist in the development, implementation and delivery of the Child and Family Wellbeing Service in the Palmerston/Litchfield region. They will be required to deliver strength-based case management in line with program guidelines.

To facilitate the development of strong community relationships and support for participants of the CFWS program, the Coordinator will work with the Program Manger to develop collaborative partnerships and formal links with other services in the Palmerston/Litchfield region. They will assist in establishing good referral pathways, into and out of the service in order to reach vulnerable children, young people, families and carers, who may not otherwise engage with the mental health or children's services sector.

The Coordinator will play a key role in supporting, supervising and training the local Child and Family Wellbeing Service staff and make recommendations to the Program Manager on gaps identified in the service.

Under the direction of the Program Manager the Coordinator will provide education, training and information to promote awareness of mental health to participants of the program and the community.

Although the Coordinator provide services in the Palmerston/Litchfield Region, they at times will be required to provide support or assistance to other TeamHEALTH Programs/Regions. This may involve travel that entails overnight or weekly absences.

Key Result Areas

1. Participant Support Services

- 1.1. Take a lead role in providing a range of flexible, responsive and non-clinical mental health support services to meet the identified needs of program participants.
- 1.2. Oversee the development and monitoring of Family Action Plans with participants developed to provide intensive, long-term or early intervention support.
- 1.3. Provide short-term information or coordinated support services and case management to young people and families and ensure that services provided are child-centred, family focused, strengths-based and holistic.
- 1.4. Ensure participant confidentiality is maintained at all times.

2. Relationship Management

- 2.1. Foster and maintain effective and professional working relationships with TeamHEALTH's programs and key stakeholders, including local schools and 'first-to-know' agencies.
- 2.2. Maintain a safe and positive relationship when working with children and young people.
- 2.3. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.4. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

3. Team Management

- 3.1. Provide leadership, coaching and oversee day to day running of the Child and Family Wellbeing Service in Palmerston in consultation with the Team Leader.
- 3.2. Oversee the training of staff to undertake all duties of their role and ensure that a process is established for effective participant management in accordance with Family Action Plans.
- 3.3. Conduct regular support and supervision of team members, including continued professional development and performance reviews.

4. Mental Health Promotion

- 4.1. Take a lead role in the planning, coordination and delivery of community outreach, mental health promotion/education and community development activities to increase local capacity to identify, understand and respond to mental health needs of children and young people.
- 4.2. In collaboration with the Program Manager assist in the development and management of appropriate program resources.

5. Reporting and Administration

- 5.1. Oversee program data collection and quality across both the organisations Client Management System (CMS) and funding bodies data collection system.
- 5.2. Ensure participant case notes are updated daily, Family Action Plans and measured outcomes documented and reviewed three monthly with Participant Information Sheets and consent forms six monthly.
- 5.3. Ensure that all internal and external reporting, where required, is accurate and completed within timeframes required by funding agreements and TeamHEALTH.
- 5.4. Participate in the development and use of evaluation tools and processes, in-line with the programs funding agreement.
- 5.5. Actively participate in regular support and supervision with the Program Manager, including continued professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current Ochre Card and NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Tertiary or Diploma level qualification in a relevant health or welfare discipline.
6. Demonstrated experience in working with a diverse range of people including Indigenous and Culturally and Linguistically diverse (CALD) children, young people and families.
7. Demonstrated understanding and application of the strength-based approach and competence in a range of interventions relevant to children and young people.
8. Demonstrated ability to build relationships and communicate effectively with key stakeholders including participants, community members and other services.
9. Demonstrated ability to lead, coach and develop staff to ensure they perform and reach their full potential.
10. Action orientated, flexible and innovative with the ability to work independently and as part of a small team.
11. Demonstrate a high level of communication skills, including written and verbal, and demonstrated computer literacy.
12. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

13. Demonstrated knowledge and/or experience working in rural and remote settings.
14. Experience in the delivery of training and education to young people and adults in both individual and group settings.

Position Description Approval

Approved by	Julia Wormer
Date approved	15 July 2024
Signature	