

Position Information

Position Title	Coordinator, Residential Services
Program	Residential Services
Reports to	Program Manager
Direct reports	Mental Health Recovery Workers and Wellbeing Workers
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 recovery focused supports 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 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 the introduction of the National Disability Insurance Scheme (NDIS) in the Territory the use of the Outcome Star is firmly embedded in our ways of working to ensure a person centred, strength based and recovery focused use of supports for people with a mental illness. The range of supports provided by TeamHEALTH are grouped into the following five main categories:

- Child and Family
- Adult (inclusive of Aged)
- Residential
- Housing
- Mental Health Education

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

Position Summary

The Residential Services Program aims to provide increased opportunities for recovery for people whose lives are severely affected by mental illness. The aim is to support recovery, reduce social isolation and improve independent living and employment outcomes. The Residential Services Program uses a strengths-based approach and provides intensive one-to-one support.

The aim of the Residential Services Program is to support people with mental illness into independent living in the Community. This support is provided by TeamHEALTH through a number of recovery focussed mental health programs and settings –

- Sub-Acute – Provides a sub-acute support service for either four weeks or up to 12 weeks, including step up from community and step down from inpatient care. The service supports participants to gain confidence and skills to return to living independently in the community.
- Prevention and Recovery Care - Provides short term residential care for up to 28 days. The PARC service provides integrated psychosocial and clinical services, in partnership with TEMHS as either a step up or step down, as ongoing support following a hospital admission or preventative support to avoid an admission.
- Medium-Longer Term Psychosocial Rehabilitation - A specialist longer-term residential program designed to support people with severe and persistent mental illness who are unable to live independently in the community. The program focuses on relearning or learning living skills within a psychosocial rehabilitation framework in the areas of living, learning, socialising and working. The service aims to support participants to achieve independent living in the Community upon exit or transition to a NDIS Home and Living Package.
- Complex Support Residence – Medium-long term psychosocial rehabilitation for people who are impacted by severe mental illness, and cannot live safely in the community. The service supports participants to regain confidence and skills to transition back into living independently in the community.
- Home and Living – Psychosocial rehabilitation in residential homes designed to support people with psychiatric disability who are unable to live independently in the community and require help with and/or supervision of daily tasks to develop the skills and achieve personal goals. Participants are funded through NDIS.

Reporting to the Program Manager, the Coordinator provides leadership and day to day management of the designated Residential facility. The Coordinator will play a key role in supporting, mentoring and training Workers to build capacity and capabilities in the provision of a culturally appropriate, strengths based approach to participants.

Working closely with the Program Manager the Coordinator will assist in the development, implementation and delivery of a psychosocial rehabilitation service in conjunction with the Royal Darwin Hospital and Top End Mental Health Service (TEMHS). The Coordinator must be willing to work across all residential facilities as required and participate on a rostered basis for on call for the Residential Services Program.

Working largely unsupervised the Coordinator will be responsible for developing and delivering collaborative partnerships which assist participants to access appropriate support services as identified in their Outcome Star and Individual Recovery Plans (IRP's). They will also be responsible for identifying gaps in services for their participants and making recommendations on strategies whereby these gaps can be addressed.

Key Result Areas

1. Participant Support Services

- 1.1. Take a lead role in providing coordinated psychosocial rehabilitation services that focus on prevention, recovery and the strengths based approach.
- 1.2. Provide intake and assessments of participants referred to the program in a timely manner.
- 1.3. Assist participants to develop, monitor and implement Outcome Star and Individual Recovery Plans (IRP's) with TEMHS staff.
- 1.4. Oversee the direct service provision to Participants as documented in their Outcome Star and IRP's.
- 1.5. Ensure all participants have an up to date medication management plan and are adequately prompted in medication management.

2. Relationship Management

- 2.1. Foster and maintain effective and professional working relationships with TeamHEALTH's programs and key stakeholders.
- 2.2. Work collaboratively with TEMHS in the management and provision of mental health services and in accordance with the TeamHEALTH and TEMHS Operational Protocol.
- 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, mentoring and day to day management of Workers located at the designated Residential facility in consultation with the Team Leader.
- 3.2. Assist the Team Leader in preparation of staff rosters and participate in on call roster.
- 3.3. Ensure that staff complete all shift duties as required and ensure that a process is established for effective participant handover at each shift changeover.
- 3.4. Assist the Team Leader in regular support and supervision of Workers, including continued professional development and performance reviews.

4. Reporting & Administration

- 4.1. Ensure residential facility is kept in a neat and tidy condition and provide assistance in the day to day running of the household as required.
- 4.2. In consultation with the Team Leader, develop and manage the designated Residential facility budget, assets and expenditure, ensuring appropriate Policy, Procedures, returns and internal and external reporting are completed within established timeframes and delegation levels.
- 4.3. Ensure Participant case notes and reporting data are updated daily; including Funding body report requirements, Outcome Star, K10 and IRP's documented and consent forms updated regularly.
- 4.4. In consultation with the Team Leader assist in the development of policies, instructions, tools and operational guidelines relevant to the service.
- 4.5. Participate in the development and use of evaluation tools and processes, in line with the programs funding agreement.
- 4.6. Actively participate in regular support and supervision with the Team Leader, including continued 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 / NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module.

Essential for Position

5. Tertiary or Diploma level qualification in mental health, community services or relevant discipline.
6. Demonstrated skills and application of delivering strength based strategies to people with acute mental illness.
7. Demonstrated ability to build relationships and communicate effectively with key stakeholders including clinical services, participants, carers, community services and government departments.
8. Demonstrated ability to lead, coach and develop staff to ensure they perform and reach their full potential.
9. Demonstrated ability to manage workload in a busy environment, and prioritise to ensure deadlines are met.
10. Demonstrated ability to analyse and exercise good judgment in problem solving.
11. Demonstrate a high level of communication skills, including written, interpersonal and negotiation.
12. Demonstrated computer literacy.
13. Action orientated, flexible and innovative with the ability to work with minimal supervision and collaboratively as part of a small team.
14. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

15. Diploma of Management or willingness to obtain.

Position Description Approval

Approved by	Kylie Ella, Executive Manager, Mental Health Promotion
Date approved	29 December 2021
Signature	