

### Position Description

## Indigenous Support Co-ordinator – Personal Helpers and Mentors Program

### KARINGAL VISION

*‘To be the best provider of opportunities for people with disabilities’*

Karingal is a not-for-profit community organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan and Regional areas throughout Victoria.

Through partnerships with people with a disability, their families and the community, **Karingal Community Living** creates opportunities and choices that inspire and enable the achievement of personal goals.

**Mental Health Support** provides a range of community-based services and programs designed to support people with mental illness take steps towards recovery. The Personal Helpers and Mentors Program (PHaMs) is a strengths based recovery approach to assisting people with a mental illness to better manage their daily activities, access the supports and services they need and increase their participation in the community.

### Position Specifics

<b>Position objective:</b>	The Person Helpers and Mentors Program (PHaMs) Support Co-ordinator will work to provide culturally sensitive assistance and support to Indigenous people who have a mental illness which has an impact on their daily life.
<b>Reports To:</b>	PHaMsTeam Leader Mental Health Support
<b>Division:</b>	Karingal Community Living
<b>Branch:</b>	Mental Health Support
<b>Primary Location:</b>	Geelong West
<b>Employment status (F/T, P/T):</b>	Full Time 38 Hours per week, or negotiable.
<b>Probation:</b>	All positions are offered with a 6 month probationary period.
<b>Classification &amp; conditions:</b>	Karingal Collective Agreement Client Service Coordinator - Level Two
<b>Remuneration:</b>	Wages will be negotiated commensurate with experience and qualifications and level 2 of the Karingal Collective Agreement- Client Service Coordinator. Remuneration includes access to salary packaging provisions and may include access to a fully maintained company vehicle. Superannuation is paid at 9%

### Position Skills and Attributes

#### Scope

A full time PHaMs Support Co-ordinator has a caseload of approximately 10 people. The support provided will include, but not be limited to the development and/or further enhancement of clients living skills, engagement in community life, and access to income support, employment, education and training and health services. PHaMs is designed to respond holistically and flexibly to the cultural needs of the participants. It is based on the principles of respect, empowerment, flexibility, choice and dignity.

## **Client Services**

- Undertake comprehensive and accurate intake and assessment services with clients.
- Develop, implement and review recovery plans utilising a Person Centred Planning framework for each client, addressing such issues as social and emotional wellbeing, living skills, welfare needs, legal advocacy, interpersonal skills, health, education, training, employment options, social skills, recreational needs and family relationships.
- Manage client issues and complaints with respect and fairness within Karingal policies and procedures and implement review and resolution processes.

## **Business Process, Documentation and Compliance**

- Respond to referrals in a timely manner and according to PHaMs service guidelines, conduct thorough assessments using a 'strengths' based approach of clients, assessing their support needs and establish a Person Centred Plan with the client and other relevant stakeholders.
- Document clear and concise records including statistics and outcomes and submit reports where required. Maintain a working log of all contacts with clients, families/carers and support services within a database.
- Manage and administer a caseload /tasks in a coordinated, efficient and timely manner.
- Ensure that information on relevant community resources are available to clients and that appropriate referrals are made and followed up.
- Liaise with referring organisations and assist in developing service agreements to ensure adequate levels of support are provided to clients.
- Adhere to Karingal policies and procedures and Victorian and Commonwealth legislation relating to client services, data collection and financial management.
- Implement Karingal occupational health and safety policies and procedures including risk management by undertaking safety risk hazard assessments.

## **Interpersonal Skills & Team Work**

- Trustworthy, fair, honest, ethical, professional
- Articulate and Approachable; clear communicator and good listener
- Team oriented, able to contribute to a strong, integrated and supportive team
- Aware of impact of personal behaviours on team members and role
- Open minded, creative and flexible approach to problem solving
- Adaptive and able to embrace change
- Adherence to strict levels of confidentiality
- Client focused
- Active engagement in professional development activities and relevant committees identified through supervision sessions

## **General**

- An understanding of Indigenous culture and the communities within the Geelong region
- Industry knowledge, in particular, Indigenous mental health and the range of factors impacting on social and emotional well being
- Develop and maintain effective working relationships with local Indigenous services, other Mental Health services and with relevant government and non-government agencies.
- Develop and maintain effective working relationships regardless of ethnicity, race, gender, social and economic class or sexual orientation.
- Operate effectively in terms of quality and quantity of output under pressure from strict timelines, service delivery imperatives and workload demands.
- Participate fully in a team environment with other service coordinators and management to achieve whole of service quality outcomes.
- Take every opportunity to enhance the image and public's knowledge of Karingal Inc and its work
- Display appropriate empathy and build effective relationships with clients and their families while maintaining appropriate professional boundaries at all times.
- Well developed interpersonal and communication skills, both oral and written
- Effective liaison and negotiation skills
- Ability to work in a flexible manner
- Sound organizational and administrative results, including the use of Microsoft Office suite
- Travel across the Barwon region as required
- High level confidentiality and professionalism displayed at all times, adhering to Karingal's Staff Code of Conduct.

## **Other duties as requested by manager/supervisor**

## Measurable Results & Outcomes

### Client Service

- Evidence that all clients have a compliant and current recovery plan that has been appropriately communicated and recorded
- Evidence that supports are effectively delivered and reviewed in accordance with agreed recovery plans, with verifiable application of the principles of active support approach

### Processes, Documentation and Compliance

- Maintain up to date client data including case notes, assessments, recovery plans, duty statements and correspondence.
- Ensure regular contact is maintained and recorded with clients/staff to monitor supports and identify any issues as they arise.

### Contribution to the Team

- Maintain a positive and constructive attitude that promotes confidence in the Mental Health Support team

### Continuous Improvement

- Evidence of active engagement in professional development activities and relevant committees identified through supervision sessions
- Understand and support Continuous Quality Improvement with Karingal Inc
- Actively participate in quality audits
- Exercise initiative in making improvements to work processes

### Performance of general position responsibilities to a high standard

#### Key Selection Criteria

<b>Essential:</b>	<ul style="list-style-type: none"> <li>▪ Relevant tertiary qualification and/or experience in the Human Services field</li> <li>▪ Experience working with Indigenous people</li> <li>▪ Understanding of the Indigenous community</li> <li>▪ Demonstrated capacity to work independently and as part of a team</li> <li>▪ Current Drivers Licence</li> <li>▪ Successful completion of Victorian Police Check</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>▪ Experience in working with people from culturally and linguistically diverse backgrounds</li> <li>▪ Experience in working with people with a mental illness</li> <li>▪ Demonstrated experience in case management/support planning</li> <li>▪ Current First Aid Certificate- (or ability to achieve it within a 3 month period)</li> </ul>

#### Application Details

<b>Application instructions:</b>	Please send applications addressing the Key Selection Criteria, a cover letter and current resume to Karingal via email or post as below. Late applications will not be accepted.		
<b>Email:</b>	<a href="mailto:mszymanski@karingal.org.au">mszymanski@karingal.org.au</a>	<b>Postal address:</b>	Martin Szymanski 57 – 63 Spring St Geelong West, 3218
<b>Contact person:</b>	Martin Szymanski - Team Leader Karingal Community Living – Mental Health Support (03) 5223-2809		
<b>Closing date:</b>	Sunday March 21 <sup>st</sup> 2010		

***“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.***

Please visit our website for more information: [www.karingal.org.au](http://www.karingal.org.au)