

Position Description

Mental Health Support Coordinator

Location	Rockhampton
Department	Clinical Services
Award	Social, Community, Homecare & Disability Services Industry Award
Classification	Based on qualifications and experience
Employment Status	As per Contract
Term	Fixed until September 2024 – continuation of position is dependent on ongoing government funding

POSITION SUMMARY

The Mental Health Support Coordinator is part of the Youth Enhanced Support Service (YESS) team and is responsible for providing therapeutic case management and support coordination, to youth aged 12 to 25 years experiencing or at risk of experiencing severe and/or complex mental health challenges. You will assist in supporting youth to develop a strong community support network, and to help navigate multiple service provider interventions.

You will provide psychosocial supports which include implementing mental health recovery interventions within your scope of practice, and under the guidance of the Clinical Lead and Team Lead.

Services are provided in alignment with the Human Services Quality Framework, National Standards for Mental Health services, Child Protection Act 1999, and with a trauma informed, client -centre, strengths-based lens, ensuring delivery of quality evidence-based practice, maintaining staff wellbeing and professional development.

This position will work closely and collaboratively with a range of stakeholders including Qld Mental Health Services, Private practice psychological services, General and Allied Health practitioners, Qld Education Services, Housing and Homeless services, Department Child Safety and other community organisations.

KEY RESPONSIBILITIES

- Provide outreach case management services and individual counselling/psychosocial intervention in accordance with the RQ Clinical Governance and evidence-based best practice, funding guidelines, and within scope of practice.
- Relate to young people in a manner which is relevant and appropriate to their developmental and cognitive level of functioning and provide services in a youth friendly manner.
- Conduct bio-psycho-social assessments of young people presenting to the service using the agreed assessment tool and formulate the results of assessment and screening.
- Conduct risk assessments including assessment of suicide risk and violence risk, developing action plans to mitigate any risks, and providing follow up support and referral for treatment. High risk clients must be promptly reported to the supervisor for appropriate action.
- Apply the principles of family inclusive practice and involving clients in their own care through practice tools and resources.
- Monitor patients for critical changes and initiate appropriate emergency procedures.

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- Refer young people to internal and external services as appropriate and provide follow up and ongoing support and care coordination.
- Facilitate and monitor the integration and coordination of care through developing and maintaining a management plan with clients, including active participation in case review meetings.
- Participate in the access and intake system, answering phone calls and enquiries, screening and assessing needs, prioritising and making appropriate follow up appointments and referrals.
- Participate in clinical case review meetings, supervision and multi-disciplinary team meetings to ensure appropriate clinical service pathway and service delivery.
- Utilising and maintaining linkages with government and non-government stakeholders at the community level (including those outside of the clinical mental health system) to enhance service provision for the client and family.
- Maintain up-to-date case records, in the agreed format and within expected timeframes that clearly document activities undertaken and ensure all documentation is comprehensive, factual and complies with relevant legislation, professional guidelines and organisational policies.

General Duties

- Build and maintain effective relationships with key stakeholders, including the young person's family involved in the provision of health, mental health and psychosocial services to young people.
- Demonstrate familiarity with ethical standards and show clinical awareness of available support in areas such as forensic and legal topics, mandatory reporting of abuse, confidentiality, managing risk (e.g. managing aggressive clients), safety issues and the underpinning legislative requirements in Queensland.
- Promote and participate in the ongoing planning, development, review and maintenance of Clinical Governance Standards and RQ Policies and Procedures ensuring a commitment to quality and safety standards.
- Participate in relevant training and development activities as an effective team member.
- Provision of peer support and mentoring to colleagues and students working within the Service
- Other duties consistent with the position where required and/or requested by RQ management from time to time.

RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent RQ to the public, community, government, and other organisations.

Reports To	Clinical Services Manager
Direct Reports	Nil
Indirect Reports	Nil
Internal Relationships	Roseberry Qld staff (including headspace staff) headspace Clinical Lead
External Relationships	Child Youth Mental Health Service Other external partners, vendors, providers and key stakeholders

SELECTION CRITERIA

Essential

- Diploma of Mental Health Support or similar; or an approved qualification in an allied health discipline including social work, psychology, mental health nursing or counselling that provides a

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sound understanding and knowledge of assessing and working with young people at risk (or working towards).

- Registration with discipline specific professional body (if applicable).
- Experience in the youth and/or mental health sector, case management, psychosocial supports, recovery-orientated mental health practice and a broad understanding of the challenges and experiences of young people in Australia, including specific community factors.
- Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice.
- Highly developed verbal and written communication skills, computer literacy and a demonstrated ability to work in a team within a diverse environment.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Ability to work both independently and collaboratively as a productive team member.
- Knowledge and experience providing culturally safe, responsive, sensitive, appropriate, and socially inclusive practice and support to young people who identify as First Nations, culturally and linguistically diverse and/or LGBTIQ+.
- Experience working with family and friends to support the client and understanding of the importance of this support when working with young people.

Desirable

- Approved qualification in an allied health discipline including social work, psychology, mental health nursing or counselling that provides a sound understanding and knowledge of assessing and working with young people at risk.
- Have completed required Suicide Prevention training or complete soon after appointment.
- Evidence of training and experienced in relevant trauma informed, strengths-based practices.
- Previous experience (2 or more years) working in a therapeutic capacity with youth and families experiencing mental health and psychosocial challenges.

Personal Attributes

- Ability to connect with young people.
- High levels of professionalism, confidentiality, and discretion.
- Exceptional organisation.
- Positive and collaborative team player.
- Demonstrated experience and suitability for working directly with vulnerable people.

WORKPLACE POLICIES AND PRACTICES

All employees and contractors are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory Police Check.
- Maintain a current driver's license and have access to their own vehicle.
- Maintain eligibility to work in Australia.
- Participate in a 6-month probationary period.
- Participate in annual individual performance reviews and professional development planning.

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- Have some flexibility to travel
- Maintain a safe work environment; comply with legislative requirements and RQ Workplace and Health and Safety policies, procedures and work instructions.
- Work within the values of the organisation.

Approved By _____
RQ General Manager

Date Approved _____
March 2024