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| <p>Position Title: Clinical Care and Coordination (Triple C) - Wellbeing Worker (RN, PO1)</p> <p>Fulltime Equivalent (FTE): 0.6 FTE</p> | <p>Date approved: 09/09/2019</p> <p>Status of employment: Refer to 'employment letter of engagement'</p> <p>Location: Refer to 'employment letter of engagement'</p> |
| Position Context | |
| Organisation Overview | <p>FocusOne Health is a locally run not for profit organisation providing a range of programs and services that aim to raise awareness and improve health outcome of the community. Working in partnership with a broad range of organisations and service providers to deliver integrated and coordinated health services to the community (including General Practice, medical specialists, allied health services and state government health services). An integrated approach is taken to support individuals in prioritising their health and wellbeing.</p> |
| Job Purpose Statement | <p>Wellbeing Workers work under the guidance of Clinical Care & Coordination Clinicians to provide wrap around coordinated care for people with complex, severe and persistent mental illness. The key purpose of the role is to provide regular support and care coordination to clients, to improve engagement with services and promote stabilization of symptoms.</p> <p>Wellbeing Workers support individuals to work towards clear and achievable goals as outlined in care plans and ensure that referral pathways are in place to enable and support clients to seamlessly transition between services as their needs change.</p> <p>The Wellbeing Workers seek active input and direction from Clinicians and Clinical Services Lead to manage presentations of risk, whereby to the client or to others. The position contributes to the implementation of continuous quality improvement and clinical governance activities.</p> |
| Reporting Relationships | <p>Line Management: Reports through the designated FocusOne Health Services Manager</p> <p>Clinical Accountability: Seeks leadership, advice and support for clinical matters from Clinical Services Lead and Clinical Care and Coordination Clinicians.</p> <p>Is accountable to the Board of Management of the FocusOne Health Inc. (through the organisational management structure).</p> |
| Working Relationships | <p>Participates in and actively contributes in regular clinical supervision and in peer clinical review processes.</p> <p>Is a member of the multi-disciplinary FocusOne Health Team and may liaise with FocusOne Health membership and other relevant stakeholders on behalf of FocusOne Health.</p> |

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| | Consulting and collaborating with other health care professionals, both within the organisation and the community, to ensure optimal client outcomes. |
| Line Management Responsibility | Nil |
| General Expectations | <p>Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.</p> <p>Maintains confidentiality and operates within the Information Sharing Guidelines.</p> <p>Participation in Performance Development Reviews every 12 months</p> <p>FocusOne Health is a smoke free workplace</p> |
| Special Conditions | <ul style="list-style-type: none"> • Some of our hours work may be required for which time off in lieu is to be taken • Travel throughout FocusOne Health's catchment, with occasional intra-state trips (to Adelaide) and inter-state travel will be required. • A current South Australian Driver's Licence is essential, and use of comprehensively insured personal motor vehicle will be required, for which there will be mileage remuneration in line with Collective Agreement and FocusOne Health policy. |

| Key Responsibilities – Clinical Care and Coordination - Wellbeing Worker | | | |
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| Accountability | Key Activities and Outcomes (What is to be achieved-responsibilities and duties) | Key Performance Indicator (This is the measurement criteria for how each accountability/responsibility is achieved) | |
| | | Outcomes | Outputs |
| 1. Service Delivery | <p>The Wellbeing Worker contributes to the planning, implementation, evaluation, delivery and reporting of FocusOne Health's Clinical Care and Coordination programs. Specifically:</p> <ul style="list-style-type: none"> • The Wellbeing Worker facilitates 'wrap around' supports for the individual client; involving active collaboration with their family, carers or other natural supports wherever possible. • Well designed and well thought out care plans guide Wellbeing Workers to support individuals to access services, increase social connectedness and to embrace behavior that support stabilization of their mental illness. • Supports referral and liaison with relevant service providers (e.g. psychiatric, psychological, medical, welfare and educational). • Implementation of care and recovery plans with the client, the Clinical Care and Coordination Clinician, and other key stakeholders, including where appropriate carer/s. • Maintains high quality and timely case notes, records and data as required. • Recognise the critical role of General Practice in MHAOD Stepped Care; providing professional and support communication as required. • Participates in case review meetings to ensure appropriate intervention strategies and holistic case management practices are implemented. • Actively participates in all clinical supervision activities, evaluation processes and team meetings at FocusOne Health. • Recognise the critical role of General Practice in MHAOD Stepped Care; providing professional and support communication as required. • Provides timely and accurate services that enable the programs to be implemented, integrated and articulated appropriately to General Practice and the community. • Develop a collaborative approach with relevant agencies to ensure effective management of mental health conditions within the community. • Ensures service provision to minority groups (including ATSI, LGBTQIA+ and CALD) community members is appropriate. | <ol style="list-style-type: none"> 1. Professional clinical mental health services are provided to clients in accordance with program contract and supporting guiding documents (e.g. guidelines, work instructions) and FOH Clinical Governance Framework. 2. Timely assessments, case notes and closure requirements are completed (as per program work instructions) 3. A caseload will be maintained as determined by program work instructions and in consultation with Line Manager and Clinical Lead 4. Good communication flow and collaborative care is delivered 5. Strong adherence to organisational processes and procedures 6. Uniqueness of the individual is understood and fostered 7. Opportunity for real choice is afforded to all clients 8. All individuals are treated with Dignity and Respect 9. Recovery is evaluated. | <ol style="list-style-type: none"> 1. 3 booked appointments in MC diary per day 2. Minimum of 4 service contacts recorded per day 3. 70- 80% of active clients have a subsequent appointment booked all times 4. 100% Collection of prescribed outcomes measures including the K10+, for each client at start and close of each episode of care (as a minimum frequency) 5. >80% of clients are satisfied with the care provided 6. 100% collection of demographic and cultural information for each client 7. Facilitate the referral of clients to relevant services as required. 8. Any other data will be collected as required by the Clinical Care and Coordination Annual Plan. |

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| <p>2.Continuous Quality Improvement</p> | <p>The Wellbeing Worker assists with the implementation of continuous quality improvement and assurance activities within the FocusOne Health’s quality assurance framework and supports the promotion of FocusOne Health Services.</p> <ul style="list-style-type: none"> • Maintain clinical governance arrangements that align with all national, state and local standards, particularly the National Mental Health Standards 2010, and include feedback mechanisms, relevant clinical supervision, and performance monitoring and review arrangements. • Participates in team meetings, planning activities, program and/or advisory groups and FocusOne Health-wide quality assurance activities. • Contributes to best practice standards of program service delivery through supporting the promotion and implementation of quality management systems, evaluation and reporting. • Represents FocusOne Health at local, regional, and state meetings and conferences as required. • Provides assistance in the maintenance of data collection systems relevant to the evaluation of programs. • Participates in ongoing professional development including annual performance reviews, and the development of and review of Key Performance Indicators. • Supports the principles of equal opportunity, fairness, honesty and respect and fosters WH&S in the workplace. • Psychological Therapies delivered in the context of the Contracted Services Scheduled between CSAPHN and FocusOne Health and in conjunction with developed Program Guidelines, and FocusOne Health’s Policy, Procedures, Work Instructions, and Templates and Forms. | <ol style="list-style-type: none"> 1 Demonstrate commitment to the objectives of the team and organisation and show considerable drive and effort in achieving work and organisational goals. 2 Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and in line with organisational goals. 3 Engages positively and professionally with FOH management, staff, clients and stakeholders. 4 Shows leadership and active participation in the Safety and Quality initiatives of the organisation including but not limited to: <ul style="list-style-type: none"> • Peer Review processes • Integrates learnings and recommendations from clinical file audits into clinical practice • Actively reports clinical incidents and 'near misses' as per clinical incident reporting procedures and participates in clinical incident processes • Participates in customer feedback initiatives, supporting clients to understand how their input is used to inform safety and quality of the organisation 4 Actively engages in mental health accreditation, understanding standards and implementing adherence to in clinical practice 5 Demonstrates and participates in mandatory and professional learning; sharing with colleagues through sharing learnings and industry updates | <ol style="list-style-type: none"> 1 Participate in the development of Triple C program plan. 2 Contribute to the development of a communication strategy for interactions with referring GP practices and LHN. 3. Keep detailed records of relationships and interaction with LHN and NGO agencies 4. Presents de-identified clients for review at peer clinical reviews and providing input into multi-disciplinary peer review meetings |
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| | | 6 Displays 'openness' in professional conduct | |
| Program Implementation | <p>The Wellbeing Worker contributes to the planning, evaluation, delivery and reporting of the Clinical Care Coordination service.</p> <ul style="list-style-type: none"> Participate in stringent data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activities and quality measures. Is an integral role in representing FocusOne Health in working towards a collaborative approach with relevant agencies to ensure effective communication regarding client care and progress is shared with appropriate stakeholders in line with the Information Sharing Guidelines. | <ol style="list-style-type: none"> Maintains accurate records of client attendance, appropriate case notes and necessary forms, relating to service delivery. Ensure that Service delivery complies with the appropriate policies and procedures set out in the Policy and Procedures manual and as per legislative requirements. Demonstrates effective communication including in line with Information Sharing Guidelines. Maintains an up to date knowledge of FOH services, other associated services and relevant legislative changes affecting mental health service delivery. Collates and reports service delivery data as required in a timely manner. | <ol style="list-style-type: none"> Complete Information Sharing Guidelines online refresher on an annual basis. Provide data for 6 and 12-month reports as requested. |
| Administrative Duties | <p>Actively undertake administrative duties pertinent to the role and those that support the organisation</p> <ul style="list-style-type: none"> Monitor emails, phone calls and other communications as required. Ability to work under pressure and prioritise workload. | <ol style="list-style-type: none"> Administrative tasks completed in a timely fashion and tasks are prioritised demonstrating effective time management. Supports other teams and staff in administrative functions to ensure quality Customer Service and Team Work is demonstrated; including support of key service functions such as reception, office arrangements and positive organisational culture maintained. | |
| Team Work | <p>Actively contribute to the success of FocusOne Health and its culture through effective communication, and by contributing to and facilitating teamwork in all facets</p> | | |

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| | <ul style="list-style-type: none"> • Demonstrated ability to work independently as well as part of a multi-disciplinary team. • Contribute to a team culture where individual members are valued and recognised for their diverse skill sets. | <ol style="list-style-type: none"> 1. Contributes positively and professionally to teams and programs working within. 2. Demonstrate active participation in team planning; ensuring team initiatives are communicated across teams you work within. 3. Display organisational values, role models appropriate conduct and operates within organisational boundaries and systems 4. Prepare for and participate in regular 1:1s with line manager, utilising the time to report achievements, issues and concerns | |
| Work Health Safety and | <p>Maintaining and improving the quality in all FOH activities. All activities are implemented with consideration to safe work practices; meeting obligations under WHS legislation</p> <ul style="list-style-type: none"> • Contributing to quality in FOH's services and programs by demonstrating initiative, and communication with team members, stakeholders and clients, utilising FOH information management guidelines to record and document • Deliver quality outcomes for the community and stakeholders, including participating in internal audits, drills and utilising service improvement request • Participates and maintains WHS knowledge and WHS training; including awareness of FOH WHS Risk plan, policies and procedures. • Contributes to the Identification and assessment of WHS risk (including identification of hazards); prioritising safety for staff and all others accessing FOH facilities/equipment/services | <ol style="list-style-type: none"> 1. Work Health & Safety issues and controls implemented 2. Specific program outcomes demonstrated in reporting 3. Participation in Internal audits as requested 4. Participation in drills as required 5. Utilisation of Service Improvement Request process as necessary 6. Hazard and Incident reports completed | |

| Selection Criteria | |
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| Essential Minimum Capabilities | |
| Skills and Abilities | <ul style="list-style-type: none"> • Proven ability to interact well with clients, carers, and to build strong collegiate relationships with GP's, health professionals and other key stakeholders • Ability to provide expert advice and work effectively with a range of stakeholders including members sponsors/funding bodies, health professionals, other organisations and the community. • Excellent oral and written communication and interpersonal skills. • Excellent computing and keyboard skills and proven experience with Microsoft Office suite. • Ability to prioritise tasks, set objectives, meet deadlines in a timely manner, and complete tasks to a professional standard. • Able to be self-motivated, enthusiastic and energetic and adapt readily to change. • Ability to work with limited direction and as a member of a multi-disciplinary team. • Ability to exercise initiative, make sound judgements and decisions based on research and knowledge and problem solving effectively. • Exercise initiative and judgement in problem solving. • Highly self-motivated and dynamic personality • Experience in the use of electronic client management systems. |
| Experiences | <ul style="list-style-type: none"> • Experience in planning, evaluation, development and implementation of programs. • Experience in the use of electronic client management systems. • Experience in the provision of health assessment programs and services, including psycho-education and short term focused psychological strategies / interventions to people of all ages and backgrounds. • Experience in coordination, implementation and evaluation of programs to meet budgetary constraints and compilation of reports. • Demonstrated experience in working within a multi-disciplinary team. • Experience in providing advice and contributing to the development of, and implementation of policies, procedures and protocols. |
| Knowledge | <ul style="list-style-type: none"> • Demonstrated knowledge of the mental health system. • Knowledge of the common mental health issues for people and the indicated treatment for high prevalence health conditions and literature underpinning such approaches. • Knowledge of the role of General Practice in primary health care. • An understanding of ethics and confidentiality issues, particularly in relation to the health and medical professions. • Knowledge of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the Work Health and Safety Act. |
| Qualifications | <ul style="list-style-type: none"> • To be employed as an RN-1, a Registered Nurse must hold a current registration with AHPRA. • To be employed as a PO-1 the incumbent must hold an appropriate qualification from a recognised tertiary institution giving eligibility for membership with the relevant professional association where appropriate (e.g. social work, psychology, occupational therapy, nursing, youth work, mental health or similar allied health fields) and registration with APHRA. |
| Desirable Characteristics | |
| Experiences and Knowledge | <ul style="list-style-type: none"> • Experience in the delivery of primary mental health care programs that meet Accreditation standards. |

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| | <ul style="list-style-type: none"> • Experience in health promotion activities. • Experience networking with health related agencies at local, state and national levels. • Understanding of relevant legislation, policies and strategic direction of health services and literature on early intervention models for people experiencing (or at risk of) a serious mental illness. • Knowledge of local and regional health services. • Experience working with young people, Aboriginal people and/or providing mental health services or programs. • Experience working with GPs and other health care providers to deliver health programs. • Understanding of the principles involved in engaging consumers from at-risk populations. • An appreciation of the long term goals of FocusOne Health. • Broad knowledge and experience of Primary Health Care philosophy. | | |
| Personal Abilities | <ul style="list-style-type: none"> • Ability to be innovative and self-directed. • Skills in public speaking and/or facilitating training. | | |
| Organisational Requirements | | | |
| Acknowledgement and Approval | | | |
| Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job and Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier. | | | |
| Acknowledged by Employee: | | Date: | Signature: |
| Approved by CEO: | Scerina Rasheed | Date: | Signature: |