

Position Description			
<b>Name</b>		<b>Date</b>	06/08/2021
<b>Position Title</b>	Wellness Support Co-ordinator		
<b>Department</b>	HeadtoHelp-1237		
<b>EBA / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	0.8-1.0 FTE. 30.4 to 38 hours per week. Monday to Friday 8.30am-5.00pm 4 month Fixed Term Contract. Initial 3-month probationary review.		
<b>Primary Site</b>	Wodonga or Wangaratta. May be required to work remotely in line with COVID-safe requirements. Occasional travel to other sites may be required.		
<b>Reporting to</b>	Project Manager- HeadtoHelp Karen Murison		
<b>Direct Reports</b>	Nil		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liases with Internally</b>	GH staff, including Business Services, Quality, Risk/Compliance and People Working Well roles <ul style="list-style-type: none"> <li>• Alcohol &amp; Other Drug Team, Family Violence Team, Intake Team, Community Inclusion, Families, Community and Culture Team.</li> <li>• Gateway Health Medical Practice</li> </ul>		
<b>Liases with Externally</b>	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> <li>• Funding bodies, auspicing bodies and Government departments.</li> <li>• Health Services, referring agencies and other key service providers.</li> <li>• Clients, family members and friends.</li> <li>• Albury Wodonga Health-including clinical mental health services, emergency departments</li> <li>• headspace</li> <li>• Other Not for Profit Organisations.</li> <li>• General Practitioners</li> </ul>		
<b>Program Information</b>	The HeadtoHelp Hub is a Commonwealth funded initiative in response to COVID 19 and aims to provide support to any person experiencing psychological distress within a 100kilometre radius of the Wodonga Hub.  The key measures of success of this program are as follows: <ol style="list-style-type: none"> <li>1. Increased number of people accessing mental health services.</li> <li>2. Positive outcomes as expressed by consumers/carers.</li> <li>3. Reduced numbers of re-referral/readmission to Emergency Departments and Area Mental Health Services (AMHS).</li> <li>4. Increased evidence of conjoint service and treatment planning.</li> </ol>		

<p><b>Purpose of the role</b></p>	<p>This Wellness Support Co-ordinator supports the Project Manager in the effective, efficient and safe operation of the Gateway Health-HeadtoHelp Hub. The role will provide assessment and support co-ordination, as required, for people accessing the Hub who are experiencing significant psychological distress. The provision of service will support the outcome of achieving an improved state of wellness. This program has been developed in response to the COVID 19 pandemic and the subsequent increased mental health impacts on the community.</p>
<p><b>About Gateway Health</b></p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p><i>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We <b>contribute</b> to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>

<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>
<b>Key Responsibilities and Accountabilities</b>	
<b>Role Specific</b>	
<ul style="list-style-type: none"> <li>• Assessment and triage of people experience moderate mental health concerns and the development of Individual Treatment Plans with clients as required. This includes identifying client needs across a range of domains, and initiating and following up referrals to other service providers as needed.</li> <li>• Completion of the Initial Assessment and Referral(IAR) tool if not already undertaken. e.g. For “walk in “ clients.</li> <li>• Provide direct intervention for moderate mental health concerns including the provision of a range of evidence-based approaches e.g.: brief interventions; single session therapy; and other strategies suitable for use with individuals experiencing psychological distress.</li> <li>• Collaborative care planning.</li> <li>• Care co-ordination including warm referral and linkage to identified support services.</li> <li>• Provision of warm transfer or linkage to step up or down support. E.g. Acute specialist service or self-help services.</li> <li>• Regular 3 month care plan review with clients or as clinically indicated.</li> <li>• In conjunction with Program Manager and other colleagues; work effectively with a range of other health and welfare services to develop or strengthen referral pathways into the mental health services and improve care planning systems to better support outcomes for clients.</li> <li>• Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.</li> <li>• Funding and Service Agreement Targets are met to ensure Clients are exited from the program appropriately and timely.</li> <li>• Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.</li> <li>• Complete all program specific administrative tasks within the required time frames.</li> <li>• All data is entered onto designated service databases, including excel spreadsheets.</li> <li>• Databases are kept up to date at all times.</li> <li>• Participation in regular performance reviews and appraisals</li> <li>• Competently use all relevant organisational databases – including but not limited to VHIMS,Fixus.</li> <li>• Active participation in Professional Development.</li> <li>• Active participation in role specific clinical supervision.</li> <li>• Completion of Mandatory training.</li> </ul>	
<b>People</b>	
<ul style="list-style-type: none"> <li>• Develop and maintain professional relationships with internal and external stakeholders.</li> <li>• Contribute to productive and positive team meetings.</li> <li>• Positively contribute to the culture and spirit of the HeadtoHelp team, work environment and to GH.</li> <li>• Your behaviour is congruent with organisational values, behaviours and goals</li> <li>• Contribute to the development of procedures and systems within this program</li> <li>• Positively embrace and adopt change as it occurs.</li> </ul>	
<b>Technical Skills / Industry Knowledge</b>	
<ul style="list-style-type: none"> <li>• Complete annual renewal of registration to practice (as required).</li> </ul>	

### Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

### Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

### Key Selection Criteria

***Applicants MUST address the Selection Criteria below when completing an employment application***

#### Essential

1. Tertiary qualifications in health, welfare, behavioural or social science and/or extensive experience in the mental health, health, welfare or youth fields.
2. Minimum two(2) years experience working in the Mental Health sector, with people experiencing psychological distress, or with people with complex needs including mental health issues.
3. Demonstrated skills and experience in conducting assessments with people experiencing psychological distress, and in the development of Treatment/Care plans in collaboration with clients and families.
4. Demonstrated ability to engage and form relationships with people from diverse ages and backgrounds in a variety of settings.
5. High level interpersonal communication, problem-solving and negotiation skills, and demonstrated ability to work collaboratively with a range of partner agencies and in advocating with and on behalf of clients and families.
6. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.

**Mandatory Requirements**

- 7. Current Australian Drivers Licence or accepted International Drivers licence
- 8. Confirmation of your right to work in Australia, Satisfactory National/International Police, Disability Inclusion Scheme Worker Check National and Victorian Working with Children Checks must be provided prior to commencement.

**Desirable**

- 9. Demonstrated experience in delivery of a range of evidence-based approaches including: brief interventions; single session therapy; and other strategies suitable for use with individuals experiencing psychological distress
- 10. Demonstrated understanding of consumer-directed and/or client-centred models of care, and a commitment to working within a recovery-oriented framework.
- 11. Excellent time management and organisational skills, with proven ability to prioritise, work independently and as part of a team, and seek support and assistance when required
- 12. An understanding of and commitment to consumer participation at all levels of program planning and service delivery

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by**  
(print name):

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**Employee**  
**Signature:**

\_\_\_\_\_

**Date:**

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