




## Mitchell Community Health Services Position Description

<b>Position Title:</b>	Service Access and Care Coordination Assessment Officer
<b>Incumbent:</b>	This is a newly created position as part of the bushfire response.
<b>Location:</b>	The position is primarily located in Broadford. <i>Mitchell Community Health Services conducts business from its Centres in Broadford, Seymour and Wallan (Wallan Community Health and Resource Centre). Some services are provided on an outreach basis or from the clients home in the Mitchell and Murrindindi Shires.</i>
<b>Team/Program Area:</b>	Service Access and Care Coordination
<b>Reports to:</b>	SACC Team Coordinator (Senior Practitioner)
<b>Supervisory Responsibilities:</b>	Not applicable.
<b>Hours of Work:</b>	Full time - 12 months (extension subject to funding)
<b>Classification/Award:</b>	<b>Award:</b> HPS <b>Classification:</b> CHN Grade 3BY1; SW Grade2Y4
<b>Performance Review:</b>	A three (3) month probation will apply to this position (3 months from date of commencement). Performance reviews will then be held annually.
<b>Version Number:</b>	1.0 <b>Date Written:</b> 25/05/2009
<b>Version updates:</b>	
<b>Approved by:</b>	 <b>Signature:</b> <b>Name:</b> Chris McDonnell <b>Position:</b> Chief Executive Officer

## Background

Mitchell Community Health Services (MCHS) is committed to excellence in the delivery of holistic, accessible, community based health services. We value community participation and working in partnership with other agencies to identify community needs. We strive to develop innovative programs and services and actively encourage community members to be responsible for their own well-being.

The recent bushfires have had a huge impact on the local communities within the Shires of Mitchell and Murrindindi. As a result the demand on the Service Access and Care Coordination (SACC) team has led to the development of an additional 12 month position, with a particular emphasis on bushfire responses. A major focus of the role will be to provide triage services to people seeking counseling for issues pertaining to the bushfire.

## Position Purpose and Scope

The MCHS Intake service and systems have recently been reviewed, resulting in the establishment of the Service Access and Care Coordination Team. The aim of this service is to improve access to all MCHS services, integrate and coordinate care for individuals across all service areas, and support an outcomes based approach to service delivery. Outcomes of implementing the new service will include:

- Implementation of the new DHS Waiting Time Measurement and Demand Management Framework policies, namely use of the SWITCH waiting list and Demand Management Prioritisation tools.
- The introduction of additional screening and assessment tools to ensure a more systematic and consistent process for identifying the nature and severity of presenting problems and appropriate interventions, and for further prioritising client needs.
- The introduction of a single session counselling approach to increase support to and reduce waiting times for suitable clients.
- Improved data collection and reporting in relation to demand, waiting lists, and assessment & identification of client needs.
- Improved care planning in response to client needs, and improved collaboration and coordination of services across MCHS and with external agencies.

The *SACC Assessment Officer Bushfire Response* role is integral to the effective delivery of high level screening, assessment and care planning services to both new and existing clients of MCHS. The Assessment Officer will work closely with other team members, including the SACC Support Officer and Team Coordinator (Senior Practitioner).

### Key Responsibilities

The position will work closely within SACC to:

- Undertake assessment, prioritisation, allocation for bushfire affected individuals seeking counselling
- Facilitation of appropriate internal and external referrals
- Brief intervention where appropriate utilising solution focussed and strength based principles
- Data management to ensure referral information is accurately recorded and responded to
- Manage the demand on services by working closely with internal and external service providers.

### Key Selection Criteria

Essential:

- The applicant will be a Registered Nurse or qualified social worker, psychologist, welfare worker or equivalent
- Demonstrated experience in and the ability to competently assess client needs
- Demonstrated understanding of and experience with care planning, client centred goal setting and case management practices and tools
- Thorough understanding of the SCTT , and Service Coordination principles and processes
- Highly developed interpersonal and communication skills, including the capacity to advise and consult effectively with a wide range of clients, service providers, and other professionals

Desirable:

- Recent experience in a Health or Community setting
- Knowledge of and experience with SWITCH, and other relevant software systems
- Knowledge and understanding of the needs and issues of communities within the Mitchell & Murrindindi Shires, as well as the range of service options available to these people

### Other relevant information

- New staff will be required to undergo a Police Records Check and, if relevant, a Working with Children's Check.
- Employees are required to advise Mitchell CHS of any changes that may affect the current Police Records check status, and advise Management immediately.
- A current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to the Mitchell CHS Management immediately.
- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- Professional Memberships should remain active.

**I have read this position description and understand its contents.**

Signed:.....Date:.....

Name in Print:.....

Executive Officer

This position description accurately describes the essential functions assigned to this position.

Signed:.....Date:.....

Signed:.....Date:.....