



Care Coordinator NSW Continuing and Coordinated Care Program Position Description

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Position Title	Care Coordinator
Directorate	Vinnies Services
Reports To	Senior Program Manager- Care Coordination or Care Coordination Team Leader (dependant on Region)
Base Location	Multiple Locations (Woolloomooloo, Parramatta, Mt DrUITT, Campbelltown, Wagga Wagga, Albury, Nowra, Wollongong, Gosford, Newcastle, Armidale)
Primary position objective	The Care Coordinator – NSW Continuing and Coordinated Care Program is a specialist program responsible for the provision of enhanced coordination of care and direct high level support for clients with complex support needs including a substance use disorder. Key components of the role include supporting clients with psycho-social needs as well as coordinating access to additional services and support required with the focus of minimising harms related to alcohol and other drugs.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Directorate Overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Local Area Coordination (LAC) program: this team is responsible for delivery of the LAC program in partnership with the National Disability Insurance Agency (NDIA).

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Service innovation and business development: this team is responsible for service innovation and business development.

Program Overview

The Continuing and Coordinated Care program sits within the broader St Vincent de Paul NSW Alcohol and Other Drug Specialist Network. AOD Network programs are committed to minimising the harm related to homelessness, drug and alcohol use, mental health, contact with the criminal justice system and other associated issues. AOD Network Programs are committed to providing genuine whole of person support and recovery.

The Continuing and Coordinated Care Program in particular is intended to provide enhanced Care Coordination to persons with high support needs who face barriers in accessing or remaining connected to services because of substance use disorder and/or experience difficulties accessing substance use treatment due to other co-occurring needs. The Program ensures that care for those with high level health and social needs is well coordinated between service agencies and that continuation of care from one agency to another is seamless and person centred.

The SVdP (NSW) provides Continuing and Coordinated Care under the NSW Health Continuing Coordinated Care Program in 7 NSW Regions, Central and Eastern Sydney, Hunter New England Central Coast, Western Sydney, South Western Sydney, Nepean Blue Mountains, South Eastern NSW and Murrumbidgee.

Duties and Responsibilities

The Care Coordinator will be responsible for coordinating care for those accessing the program. This will include both direct support (including general drug and alcohol support such as Motivational Interviewing and Relapse Prevention, mental health support and living skills support) and assertive referral support to other programs and services and coordination of care and support needs across a range of life dimensions.

This role is a mobile role, working with clients in the community. The role is responsible for providing quality client care, focused on sustainable client outcomes. The main duties of this position include provision of direct support and coordinating quality wrap around care from existing mainstream programs and services.

Psychosocial support and care coordination

- Responsible for the coordination of high level wrap- around care needs to those accessing the service
- Responsible for engagement and interaction with referring agencies who may be continuing care concurrently
- Provide direct strengths based recovery oriented support to persons seeking assistance according to the Care Coordination Model of Care
- Act as a key Care Coordinator to a defined group of persons seeking assistance
- Back up and support other Care Coordinators and those they are supporting
- Under take person centred comprehensive assessment and care planning in conjunction with person seeking support and other relevant parties.
- Work in effective partnership with LHD and NGO referring staff and agencies
- Develop, promote and implement direct support and referral pathways and facilitate access to range of community based health and non-health service providers across a range of life dimensions such as housing, employment, living skills, social engagement, physical and mental health and family and community connection.
- Support client access to evidence based treatment whilst promoting a flexible, individualised stepped care model and psycho-social support.
- Conduct regular appointments with those assisted across the relevant regions through a range of modalities including face to face, telephone and Skype for Business.
- Provide ad hoc support to clients of the Program as required including transport, psycho social support, conflict resolution or any other support required to assist the client or the therapeutic milieu of the program.
- Conduct all client interactions in accordance with St Vincent de Paul Society NSW Support Services' policies and procedures and Client-centred Service Delivery Model.
- Engage in case review processes with the team and individually with the Manager across the modalities of face to face, telephone, and Skype for Business.
- Work in partnership with broader health and social services, to ensure quality outcomes.
- Ensure support and services are targeted and culturally appropriate for Indigenous Australians including linkages to appropriate services
- Maintain accurate client records, case notes and other data as directed and required.
- Conduct client assessments as per the requirements and processes of the program.
- Support and engage with family and significant others as appropriate, including through referral to external services.

Operations, Administration and Quality

- Act and perform duties in accordance with legislative as well as Society requirements including in accordance with the Society Code of Conduct
- Attend and participate in the Program staff meetings, clinical and case review meetings, internal and external training and internal and external supervision.
- Attend and participate in LHD or NGO clinical and case management meetings as required.
- Provide reports to Manager or other senior staff as directed
- Participate in networking with relevant stakeholders
- Participate in working parties and other review mechanisms
- Participate in Quality Improvement and Accreditation activities as required
- Adhere to St Vincent de Paul Society NSW and Program specific WHS and other risk management policies and procedures
- Participate in Stronger Together and other performance appraisal, management and development processes
- Support partnerships and work collaboratively with other service providers where required;
- Undertake general operational duties as required and directed.

Essential Criteria

Critical capabilities

- **'People we serve' centric:** (Level 1) Deliver or support the delivery of high quality services that promote a hand up for the people we serve
- **Value based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- A relevant tertiary qualification or VET sector qualification
- Demonstrated experience in coordinating care for persons with complex support needs (including in particular AOD support needs co-occurring with serious mental health issues and other issues such as homelessness, trauma, contact with the criminal justice system and family and cultural separation).
- Demonstrated ability to undertake assessment including utilising standardised tools
- Demonstrated ability to work therapeutically with clients (e.g. provide psychsocial support)
- Demonstrated ability to conduct self in a professional, ethical and non-judgmental manner.
- Demonstrated ability to network and access a range of relevant community resources.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Computer literacy skills including experience in computerised data collection.
- A current, unencumbered Drivers Licence.
- Willingness to work within the values and ethos of the St Vincent de Paul Society and NSW Support Services

Desirable:

- Extensive experience in drug and alcohol service provision
- Established networks and relationships with a range of services in the local area

The St Vincent de Paul Society is an Equal Employment Opportunity Employer