



## Position Description

<b>Position Title</b>	Support Facilitator (Outreach) – Partners In Recovery
<b>Directorate</b>	Disabilities & Mental Health Support Services
<b>Reports to</b>	Team Leader – Partners In Recovery
<b>Date of Job Description</b>	03/01/2018
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Part-Time Fixed Term Contract
<b>Salary</b>	This position is classified as Band 5 – Senior Case Worker, with a salary range of \$64,588 - \$73,819, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
<b>Hours of Work</b>	This is a part time position. Work outside normal office hours may be required.

### Position Objectives

The “Partners in Recovery” (PIR) initiative aims to better support people with severe and persistent mental illness with complex needs, their carers and families by getting services and supports from multiple sectors they may come into contact with (and could benefit from) to work in a more collaborative, coordinated, and integrated way. PIR will facilitate better coordination of and more streamlined access to the clinical and other service support needs of people experiencing severe and persistent mental illness with complex needs requiring a multiagency response. In the Lower Murray Medicare Local region Mallee Family Care is the lead agency for PIR. PIR is steered by a consortium of local and clinical and non-government community services whose main business is to work with people with mental illness. A broader group of service providers are to be engaged as stakeholders. The Support Facilitator Vic Outreach position will be based out of the Mildura and be responsible for coordination of services to consumers living in the Ouyen, Mallee Track, Robinvale, Manangatang, Sea Lake and outlying townships of the Lower Murray region.

<b>Key Responsibilities &amp; Duties</b>	<b>Performance Expectations</b>
At all times operate in a way that is consistent with the principles of recovery.	Supervision records to reflect recovery focused practice. Develop shared care action plans for clients reflecting the client's unique recovery goals.
Following allocation undertake the assessment of the needs of the PIR clients.	Completion of needs assessments (Intake, review and exit) in line with program manual and funding body standards.
To build strong relationships across sectors to increase access.	Effectively engage with services across multiple sectors to build on existing relationships and develop new relationships. Effectively engage with services to facilitate client access to suitable services.
To provide support facilitation to agreed number of clients with severe mental illness and complex needs so as to meet the requirements of the PIR contract.	Provide support facilitation for a part-time load of clients; Develop, monitor and review and utilise PIR action plans for each client; Care to individual clients is coordinated to ensure that case management, services and supports are provided on a continuous basis and at an appropriate level; Consumers, carers and families identify the support facilitator as a point of contact and support; Majority of consumers, carers and partner organisations indicate they are satisfied or very satisfied with the level of support and coordination provided through exit evaluation process.
Coordinate service systems to meet the needs of the PIR client.	Where sufficient or effective case management functions do not exist for a client, and when authorised, implement a case management focus in the interim with a view to establishing this function and identifying a substantive case manager early in the implementation of the PIR Action Plan.
To assist in the development of policies, guidelines and project submissions and quality assurance in consultation with co-workers and clients to ensure the effective operation of the service.	Demonstrated commitment to continuous quality improvement in work practices, PIR systems and process.

Meet the professional responsibilities of the role.	Active participation in the performance review and professional development opportunities of PIR and/or Mallee Family Care; Case notes are of a professional standard and recorded in line with program requirements. Contribution to reports as required are provided on time, are accurate and are of a high standard; Attendance at networking, inter-agency and/or advisory body meetings. Attend regular supervision sessions.
To engage in community development and community education activities as required; internal and external to the agency.	Record of meeting attendance. Carrying out continuous improvement activities eg: surveys, partnership mapping activities. Feedback received from service providers, carers and consumers regarding partnership engagement.
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with e3Learning courses.	Completing allocated courses every quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.
<p><b>Qualifications and Experience:</b></p> <ul style="list-style-type: none"> <li>• Required to hold an accredited qualification to the position at Degree Level or above in a discipline relevant to the position.</li> <li>• Minimum of 1 years' experience of effective work people complex and enduring mental health illness.</li> <li>• Current drivers licence.</li> <li>• A willingness to travel across the Lower Murry Medicare Local Region and preparedness to be accommodated overnight when required.</li> </ul> <p><b>Key Selection Criteria:</b></p> <p>Applicants are invited to submit their applications addressing the following selection criteria:</p> <ul style="list-style-type: none"> <li>• Demonstrated experience in working collaboratively with multiple stakeholders to develop appropriate Action Plans.</li> <li>• Demonstrated awareness of the issues experiencing by people living with a serious Psychiatric disability, including homelessness, drug and alcohol, forensic and statutory issues.</li> <li>• Proven initiative within a team environment.</li> <li>• Demonstrated experience of tactful but effective negotiation skills in complex inter-agency environments.</li> <li>• Clear belief and demonstrated skills and knowledge in recovery –based practice.</li> </ul>	

## **Organisation Structure and Values**

Mallee Family Care is an Incorporated Association with an elected community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Director, Director Corporate Services, and Director Client Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

## **Our Vision**

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

## **Our Mission**

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

## **Our Approach**

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

**Other Information:**

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver’s Licence.
- Police Check
- Working with Children Check

Benefits of working at Mallee Family Care

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after two years of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (were appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment

**Applications addressing the Key Selection Criteria outlined in this position description should be addressed to:**

**Attention:** Maree Fullgrabe  
**Mailed to** PO Box 1870, Mildura 3502  
**Hand delivered to** 122 Ninth Street Mildura 3500  
**Emailed to** mfullgrabe@malleefamilycare.com.au  
**Closing date for applications:** 5.00pm Wednesday, 17 January 2018

Office Use Only

**Position Description Approved by General Manager**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Copy of Position Description forwarded to Human Resource Manager** YES  NO