**Position Title:** Team Leader, Care Coordination

**Work Level:** Specialist

**Reports to:** Manager Allied Health

**Supervises:** Approximately 6 direct reports (mix of full-time and part-time staff) who are part of a multi-disciplinary team of allied health professionals and LGBTQ+ Mental Health Peer Workers.

**Position Overview**

This position is responsible for the day-to-day supervision, leadership and effective service delivery of the Care Coordination team. The team support people living with or affected by HIV and people of diverse genders and sexualities who may present in suicidal crisis or who may require support for their mental health and resilience, homelessness, NDIS, domestic and family violence, substance use or for support with gender affirmation. You will also manage your own caseload of care coordination clients.

**Main Activities**

**Lead the Care Coordination team:**

* Manage team systems including team meetings, referrals and allocations
* Provide line supervision and ad-hoc support and guidance to the team around clinical risk issues
* Ensure the team maintains a high level of record keeping and data collection to ensure the smooth operation of the service
* Identify opportunities for clinical improvement and support the implementation of clinical improvement activities
* Contribute to project budgeting, monitoring and reporting to relevant funding bodies
* Identify professional development needs and support the organisation of individual and unit training
* Plan, schedule, deliver and evaluate Care Coordination activities to achieve established goals and objectives in line with the ACON Business Plan.
* Assist with the development of referral pathways and the coordination of services provided both internally by ACON and through external service providers (e.g. organising in-services)
* Maintain partnerships and build new partnerships with external stakeholders including high case load S100 General Practices, mental health services and the social and community services sector
* Participation in interagency meetings as an ACON representative
* Be available for secondary consults to support internal and external services to deliver inclusive practice to our communities

**Maintain a caseload of care coordination clients**

* Conduct psycho-social assessments and identify the need for immediate assistance for clients and making referrals for longer-term support in relevant cases
* Maintain a caseload of clients providing short-term care coordination services using a range of evidence-based strategies and interventions
* Conduct assessments and interventions via face to face and telehealth modes dependent on client preference, location and public health restrictions
* Work with clients presenting with multiple and complex needs to develop care plans, navigate health, medical and community services, support applications and advocacy for Housing/Centrelink/NDIS and develop self-management skills.
* Support people who have been newly diagnosed with HIV, living longer term with HIV or are at risk of HIV
* Assess, manage, safety plan and deliver therapeutic interventions for people are experiencing suicidal risk and/or sexual, domestic or family violence (SDFV)
* Consistent and accurate collection of clinical outcome measures for the purposes of therapeutic intervention and to demonstrate service outcomes
* Work in collaboration with crisis services and mental health services to ensure appropriate levels of care and support for the individual
* Opportunity to facilitate groups

**General activities**

* Actively participate in and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
* Identify and act on opportunities for improvement of existing programs/services and new opportunities for growth and funding.
* Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

**Selection Criteria**

**Essential:**

1. Professional qualification in Social Work, Psychology, Occupational Therapy or Registered Nurse and registration with the relevant professional bodies (e.g. AASW, AHPRA).
2. Minimum of five years of care coordination experience in the fields of HIV/sexual health or mental health or suicide prevention or sexual, domestic and family violence (SDFV) or disability
3. Demonstrated experience of managing or leading a team of allied health or nursing professionals (e.g. providing line supervision, responding to ad-hoc clinical risk issues and incidents, performance management and contributing to clinical governance activities)
4. Demonstrated understanding, knowledge and commitment to working with people of diverse sexualities and/or genders, and people living with and affected by HIV
5. Demonstrated experience undertaking psychosocial assessments, goal setting and care planning, advocacy, building referral pathways, risk assessment (suicide risk and SDFV risk) and using short-term evidence-based therapeutic interventions
6. Demonstrated knowledge and experience supporting clients and team to access the social services sector including Department of Housing, Centrelink, Victims of Crime, the NDIS and other community-based organisations and mental health services
7. Demonstrated ability to identify areas for continuing service improvement and supporting management to implement relevant changes
8. Advanced level written, oral communication skills including case note documentation, outcome measure implementation, negotiation and conflict resolution management. Strong skills in using Microsoft Office Applications.

**Desirable**

1. Clinical supervision qualification
2. Experience facilitating therapeutic groups
3. Experience delivering training and/or a Certificate IV in Training and Assessment
4. Current driver’s license