



ASSISTANT DIRECTOR CLINICAL COORDINATION

DUTY STATEMENT

Job title	Assistant Director Clinical Coordination
APS level	Executive Level 1
Branch	Open Arms – Veterans & Families Counselling
Section	Various
Location:	Various
Reporting manager	Regional Director

DUTIES

In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices, APS values and APS Employment Principles:

Work in collaboration with the Regional Leadership Team to oversee the provision of clinical services across the region, within a stepped-care model. Being responsible for the following activities.

- Undertake line management and supervision responsibilities for members of the Complex Case Management Team. Undertake line management and supervision for the Community Engagement Coordinator (CEC) and provide leadership for members of the Community Engagement Team. Be responsible for the recruitment, selection, induction, development, and performance management of such employees to ensure their ability to meet service delivery requirements:
 - Maintain active awareness of the caseloads of the Complex Case Management Team and Community Engagement Team through the provision of regular operational supervision of the CEC and coordination of Community Engagement Team meetings;
 - Oversee external supervisory arrangements for the Complex Case Management Team and Community Engagement Team to ensure high quality service appropriate to the needs of Open Arms;
 - Facilitate a professional development program for the teams based on the needs of Open Arms business priorities and in accordance with identified professional development requirements;
 - Ensure all individual staff are meeting their workload requirements and are maintaining active professional development and regular professional supervision;
 - For line managed staff, process leave applications and approve Timesheets, maintain staffing rosters.
- Oversee the quality of client care in the Complex Case Management Team and Community Engagement Team, by providing clinical oversight and complex case management, within a stepped-care model of service provision;

- Provide ongoing consultation and advice to clinicians working with cases if required;
- Support clinical staff and Community and Peer Advisors to make effective decisions when working with clients with identified complex needs and/or changeable risk status;
- Provide ongoing consultation and advice to clinical staff in the provision of services to clients with identified complex and/or multiple needs;
- Oversee appropriate case documentation and alerts in the Client Management System;
- Oversee the provision of case reports and adverse incident reporting and review where required;
- Oversee clinical outcome measurement and reporting;
- Provide oversight of Quality Assurance issues related to evidence-based clinical practice;
- Maintain a clinical workload of complex clients as negotiated with the Regional Director;
- Provide oversight and support to other teams in the region as required.
- Establish and maintain effective strategic relationships with specialist service providers and develop relevant referral pathways within the region;
 - Work cooperatively with other services, including medical, psychiatric, welfare, rehabilitation, Ex Service Organisations, and Defence, and establish referral pathways to support the needs of Open Arms clients;
 - Undertake case coordination, coordinate case conferences, and lead and develop agency networks through a focused and planned community liaison/engagement approach to enable greater collaboration with existing service providers;
 - Contribute to the development and review of case management policy, processes and frameworks within Open Arms and DVA as required.
- As a member of the regional leadership group, participate in clinical and team meetings, and contribute to the management, departmental projects and committees. This includes:
 - Represent Open Arms at stakeholder events, community development activities, and related activities in consultation with the Regional Director;
 - Provide advice to the Regional Director on professional development requirements of the Complex case Management and Community Engagement teams as identified;
 - Demonstrate leadership behaviours and workplace practices in line with policies of WH&S, Workplace Diversity and the Australian Public Service values, Employment Principles and Code of Conduct.
 - Act for the Regional Director as required.
- Actively contribute to and implement Open Arms National projects, clinical policies and procedures, research initiatives and Quality Assurance activities as required:
 - Contribute to the ongoing improvement of Open Arms clinical policies and procedures and to the implementation of related counselling and case management practices at the local level;
 - Undertake coordination of, and actively contribute to, clinical research projects being undertaken across Open Arms where required.

MANDATORY SKILLS AND EXPERIENCE

Mandatory Clinical Qualifications

- Qualifications must be that of a Psychologist, Occupational Therapist, Accredited Mental Health Social Worker, or Nurse with mental health experience.
- Qualified Psychologists, Occupational Therapists and Nurses must have current registration with the Australian Health Practitioners Registration Agency (AHPRA).
- Mental health accredited Social Workers must be registered with the Australian Association of Social Workers (AASW).
- Working with Children (WWC) and/or Vulnerable People Checks/Clearance must be obtained prior to commencing in the position

Highly Desirable

- Relevant experience within the Australian Public Services
- Relevant experience in complex case management
- Relevant experience in the leadership and management of clinical teams
- Management experience within clinical settings

HOW TO APPLY

Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.

We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.

To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.