



CLINICAL CARE COORDINATOR

DUTY STATEMENT

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| Job Title: | Clinical Care Coordinator |
| APS Level or Equivalent: | APS Level 6 |
| Branch: | Open Arms – Veterans & Families Counselling |
| Region/Section: | Various |
| Location: | Various |
| Supervisor: | Assistant Director, Clinical Coordination |

JOB DESCRIPTION

The position of Clinical Care Coordinator entails working collaboratively with clients and internal and external stakeholders to enhance Open Arm's ability to identify and respond to the needs of vulnerable and at risk veterans, current and former Defence Force members and/or their families. The position takes a strengths-based, recovery approach to supporting vulnerable and/or at risk consumers to enhance wellbeing and participation in their community through community engagement, collaborative recovery work, case coordination, complex case management and linkage with group programs and external services.

Reporting to, and in collaboration with the, Assistant Director Clinical Coordination, the position incorporates the development and maintenance of internal relationships within Open Arms, as well as external relationships with key community services stakeholders, through the provision of direct evidence informed support to individuals and/or their families with complex needs. The role will also involve providing phone or in person assessment, support and linkage to internal and external services to clients presenting with immediate needs.

DUTIES

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

- Direct provision of high quality, evidence informed clinical services including intake, assessment and referral, complex case management, and case coordination to a caseload of clients (veterans, serving defence force members, and eligible family members) with identified complex and/or multiple needs. Provide other evidence informed clinical services relevant to professional qualification as required.
- Maintain clinical records according to Open Arms standards, collating and analysing data from client records, and preparing reports as required to assist in evaluating and improving service delivery.

- Liaise and form partnerships with DVA, the ADF, other government departments, ex-service organisations, community based mental health and welfare agencies, and all other organisations involved in meeting the identified needs of veteran and defence force communities and families, in particular where there is a need for both acute care and longer term rehabilitation of clients. This includes the development of a shared knowledge base that helps inform appropriate practice and referral pathways for service access.
- Work systemically with key internal and external stakeholders to influence a recovery approach to service delivery within a stepped care model for vulnerable or at risk veteran and defence force communities and families, in accordance with Open Arms policy and procedures. Participate in internal and external meetings as directed.
- Participate in community development and service promotion activities as required.
- Contribute to the development and delivery of Open Arms group programs as required.
- Participate in and contribute to ongoing learning and development activities and the maintenance of professional status.
- Participate in Open Arms program evaluation and research activities, contribute to project management activities that implement strategic direction and quality improvement recommendations, and provide feedback for ongoing development of clinical policies and procedures, particularly in relation to case management development activities.
- Apply the principles of cooperative and safe work practices consistent with APS Values and the Department's mission, vision, approach and values.

MANDATORY REQUIREMENTS

- Qualifications as a registered Psychologist / Mental Health Occupational Therapist / Mental Health Registered Nurse with full AHPRA registration, **OR**
- Qualification as a Social Worker eligible for membership of the Australian Association Social Workers (AASW) and be eligible to apply for Mental Health accreditation.

AND

- Working with Children (WWC) and/or Vulnerable People Checks/Clearance
- Candidates must have extensive and relevant clinical and case management experience.

SELECTION CRITERIA

Your application will be assessed against the APS 6 Integrated Leadership System (ILS)

1. Supports strategic direction

The successful applicant will demonstrate an understanding of the nature of issues and challenges faced by military veterans, defence force personnel, and their families; and have an ability to respond to their specific needs in ways that enable the development of trust and confidence in the service.

2. Achieves results

The successful applicant will demonstrate an ongoing commitment to participate in and contribute to learning and development activities at individual, team, organisational and broader community levels, to ensure the Open Arms client group has continued access to effectively implemented, evidence based treatment options.

3. Supports productive working relationships

The successful applicant will demonstrate a high level of competence in the application of a range of up to date, evidence based, clinical interventions and other activities, relevant to promoting and supporting the positive mental health of the Open Arms client group. This will be implemented through, management of clients at elevated risk, case coordination with DVA, provision of telephone-based assessment and counselling support, crisis intervention and referral.

4. Displays personal drive and integrity

The successful applicant will have a proven ability to manage a diverse and high volume work load; keep up to date data entry and service documentation; develop and maintain collaborative external working relationships and networks; and operate from an ethical and accountable practice framework.

5. Communicates with influence

The successful applicant will demonstrate an awareness of how the functions of this position fit within a broader organisational and inter-departmental framework, and be able to respond to internal and external systems requirements as an Australian Public Service employee and a representative of the Open Arms.

To learn more about the ILS click [here](#).

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.