

**Position Description**
**Position title: Clinical Services Coordinator**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: **Clinical Services Coordinator** |
| Division: | Service Delivery |
| Reports to: | Area Manager |
| Position Purpose: | To oversee the delivery of individual and group based interventions for clients throughout the Central NSW region. To provide specialist advice and support to other Mission Australia employees regarding behaviour management and monitor clinical effectiveness of the service. |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Client Support** |
| **Key tasks** | **Position holder is successful when** |
| * Provide comprehensive assessment of clients on admission and intake where appropriate
* Develop and facilitate group counselling sessions to meet the needs of the service, clients and the local community
* Develop and support an environment conducive to effective counselling and client support
* Develop quality relationships with a range of key stakeholders including community organisations, Aboriginal health agencies, rehabilitation providers and other health professionals to allow for the effective provision of support and information to clients
* Ensure that a range of evidence based therapies are provided to the clients matched to their level of need
 | * Any intake and assessment meetings are completed using clinical assessment tools within 7 days of referral
* Group sessions are conducted with a professional and well-structured approach, with quality outcomes for clients involved
* Counselling provided is well-researched and evidence based
* Influential relationships are created with external bodies including Juvenile Justice, National Disability Insurance Scheme and Western Local Health District for the development of the services and advancement of needs for our clients
* Ensure targeted behavior change programs are offered to all clients
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| **Key Result Area 2** | **Program Support** |
| **Key tasks** | **Position holder is successful when** |
| * Ensure clinical outcome measures are collected and reported against
* Plan and deliver a variety of group based education programs
* Provide specialist advice and input to service evaluations and reviews to ensure continuous quality improvement and promotion of best practice
* Participate in Quality Improvement process
 | * Supervision requirements for practitioners are provided to ensure consistency in program delivery
* Group programs are well structured, researched and executed
* Clinical outcome measures are collated and trends are identified for service changes
* Practice evaluation is embedded into service delivery
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| **Key Result Area 3** | **Program Management** |
| **Key tasks** | **Position holder is successful when** |
| * All clinical outcome measures are collated
* Any referral, admission and intake data is collated
* Adhere to all relevant internal and external policies and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS
* Maintain up to date, non-judgmental and complete client files, case notes and reports
* Participate in all required professional assessment and development programs to ensure required professional standing is upheld
* Provide accurate and timely reports to management on activities and client progress as required
* Maintain relevant statistics to provide an overview of client activity within the services
 | * Clinical outcome measures are collated, trends identified, and service delivery changes are implemented as a result
* Oversee the implementation and delivery of clinical programs targeting clients’ areas of need
* Case notes and client files are up to date and complete at all times, with successful audits in all cases
* Professional standing is upheld and all relevant development activities are completed
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| **P****U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace
* Ensure required workplace health and safety actions are completed as required
* Participate in learning and development programs about workplace health and safety
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

 **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values;
* Positively and constructively represent our organisation to external contacts at all opportunities;
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
* To help ensure the health, safety and welfare of self and others working in the business;
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
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| * Relevant tertiary qualifications in Psychology, Social Work or Allied Health relevant discipline and

registration with relevant professional body* Extensive experience in providing therapeutic services to clients
* Experience of individual and group counselling
* Demonstrated experience in delivering Quality Improvement Activities
* Experience in providing training and mentoring to other staff members
* A valid and current driver’s licence
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| **Key challenges of the role** |
| * Ability to collate clinical data and utilise this data to reflect on service changes.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Drivers Licence** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  |  | **Approval date** |  |