

ROLE DESCRIPTION

Role Title:	Community Clinical Rehabilitation Co-ordinator		
Classification Code:	AHP3	Position	P35880
		Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Mental Health Clinical Program		
Division:			
Department/Section / Unit/	CCRS		
Ward:			
Role reports to:	Team Manager		
Role Created/ Reviewed	September 2024		
Date:			
Criminal and Relevant	Aged (NPC or DHS)		
History Screening:			
Immunisation Risk	Category A (direct contact with blood or body substances)		
Category Requirements:	Category B (indirect contact with blood or body substances)		
	Category C (minimal patient contact	et)	

ROLE CONTEXT

Primary Objective(s) of role:

The Community Clinical Rehabilitation Coordinator (CCRC) is responsible for the day-to-day coordination of clinical rehabilitation services and processes across the CALHN Community MHCP with an emphasis on consumer outcomes, team performance and team culture.

The CCRC will ensure clinical practice in the Community Clinical Rehabilitation Service (CCRS) is high quality, contemporary, evidence based and recovery focused. The CCRC will promote collaborative approaches with hospital and bed-based services to ensure timely delivery of rehabilitation services and effective pathways of care.

In collaboration with the Community Rehabilitation Team Manager and the Team, the CCRC will be responsible for receiving and triaging referrals and requests for clinical rehabilitation services, allocation of referrals and monitoring workloads of Clinical Rehabilitation 'core' staff.

In collaboration with Community Mental Health Team (CMHT) Clinical Coordinators, participate in early identification of rehabilitation needs and shared approaches to concurrent rehabilitation and other clinical assessments and interventions and allocation. They will also promote consumer centred services through proactive partnerships with consumers and the Lived Experience Workforce.

The CCRC will support the development and maintenance of partnership arrangements with other agencies providing a range of rehabilitation, community living or skill development services assisting CMHT consumers develop strengths and skills for living a full and meaningful life.

As part of the leadership team, the CCRC is an experienced mental health rehabilitation clinician who will support service delivery. The incumbent will be required to participate and contribute to the strategic and operational management of the sector as directed by the Team Manager.

Employees in this role accept accountability for the outcomes of clinical rehabilitation practice, for addressing inconsistencies between practices and policy and for developing team performance and positive work culture in the interest of consumer outcomes.

As a specific portfolio responsibility, provide leadership in the development, delivery, and review of clinical rehabilitation group programs.

Direct Reports:

Professionally:

· Accountable to the appropriate Principal Discipline Lead.

Functionally:

- · Accountable to the Team Manager Community Rehabilitation.
- · Provides direct line reports for the multi-disciplinary CCRS team.

Key Relationships/ Interactions:

Internal

- Works collaboratively with the Clinical Rehabilitation Coordinator (Elpida House (CRC).
- Works collaboratively with Community Mental Health Team (CMHT) Managers and Coordinators to
 ensure a responsive, integrated approach to a range of rehabilitation services is available to
 consumers in a timely manner, fostering effective relationships with rehabilitation staff and CMHT
 Care Coordinators.
- Works collaboratively with Team Manager, Inpatient Rehabilitation Services to ensure a connected, seamless approach to rehabilitation, from bed-based services to community or in home rehabilitation services.
- Works collaboratively with acute teams including inpatient Nurse Unit Managers to ensure rehabilitation commences as early as possible or continues during acute episodes, where indicated.
- Provides practise and program leadership within the integrated team, in partnership with the Team Manager.
- Works collaboratively with Principal Allied Health Leads and Nursing Directors on discipline specific matters and practices related to clinical rehabilitation services.

External

- Develop and maintain cooperative and productive relationships with other LHNs and other government providers relevant to rehabilitation for CALHN consumers, carers, and advocates.
- Develop and maintain cooperative and productive partnerships at various levels with a range of NGO service providers including agencies working with the NDIS, or others providing psychosocial supports, including employment and education areas. As part of portfolio responsibility, take a leadership role in this area.
- Develop and maintain cooperative and productive partnerships with external stakeholders SA Health
 Office of the Chief Psychiatrist; Primary Health Networks; National Disability Insurance Agency; Mental
 Health Coalition of SA

Challenges associated with Role:

Major challenges currently associated with the role include:

- Maintaining profile and uptake of community based mental health clinical rehabilitation.
- Developing a MHCP wide approach to provision of clinical rehabilitation that is cohesive and integrated with community teams.
- Establishment of a pathway, integrated with treatment and Care Coordination services,
- Establishment of a Clinical Liaison function for the Rehabilitation team.
- Developing an understanding of service provision through the NDIS, changes to access to psychosocial rehabilitation and how to ensure optimal uptake for people with mental illness.

Delegations:

As defined in the following documents:

- CALHN Human Resources Delegations and Authorisations
- CALHN Delegations for Financial Authorisations

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a
 current Working with Children Check (WWCC) is required from the Department for Human Services
 Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is
 required.
- For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the Accountability Principles 2014 issued pursuant to the Aged Care Act 1997 (Cth).
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA
 Health to perform work appropriate to classification, skills and capabilities either on a permanent or
 temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector
 employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act
 employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- Hours of duty will be in accordance with provisions of the *South Australian Public Sector Enterprise Agreement: Salaried 2021*.
- Required to comply with and meet SA Health's credentialing requirements including participating in supervision and continuing professional development.
- Must seek supervision and professional development activities to meet the profession's standards, consistent with the requirements of the discipline's professional body.
- Some out of hours work may be required.
- Must have a current driver's license and be willing to drive.
- May be required to travel between locations.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Independent Commissioner Against Corruption Act 2012 (SA).
- Information Privacy Principles Instruction.

- Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural sensitivity and respect across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must always act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Integrity Statement:

As a public sector employee, the incumbent will have responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities		
High quality, clinical rehabilitation services, and interventions that meet the needs and preferences of consumers, families and carers	 Lead, encourage, advance, and contribute to the development of community-based health promotion rehabilitation and recovery activities for mental health. Monitor consumer and carer satisfaction, develop service responses to feedback and participate in advancing service delivery based on consumer need and desired outcomes. Ensure the voice of people with lived experience of mental health issues underpins all service delivery. Support, facilitate and drive opportunities for stakeholders to participate in quality management processes and service improvement. Participate in the development and formation of community information collection systems and undertake appropriate evaluation and analysis across mental health activities within the Community Rehabilitation Service. Facilitate staff participation in an ethos that focuses on the 		
The successful development and operation of the CCRT	achievement of enhanced consumer and service outcomes. The CCRS Coordinator will be responsible for: working with staff of acute, non-acute and community based mental health teams, to ensure they are: aware of the CCRS and how it fits within the continuum of tertiary Mental Health Service aware of other service programs and how they fit within the continuum of non-government psychosocial and/or mental health support programs and the NDIS. the coordination and allocation of referrals using agreed referral protocols and communication pathways. documenting and supporting the implementation of clear referral pathways and exit/transfer arrangements. ensuring CCRS clinicians liaise with the consumer, their carers/family, government, and non-government providers in conjunction with community care coordinators, in considering referral information and developing a shared Rehabilitation /Care plan facilitation of case conferences as required in consultation with the Team Managers developing and implementing staff development programs and materials that educate and support the efficient coordination and delivery of the service to consumers and their carers/families coordinating and undertaking investigations and analysis of data and processes, including consumer outcomes, operational outcomes and identifying opportunities for improved service delivery, in collaboration with appropriate		
Work in partnership with other government or nongovernment service providers	 Support partnerships and collaboration with other government or non-government providers to ensure that consumers rehabilitation goals and aspirations are supported by the most appropriate provider. Participate in partnership development opportunities and activities that facilitate shared and transition care. 		
Support and monitor data collection on outcomes and KPIs for services provided by the CCRT, to permit review of the effectiveness and efficiency of the service	 The CCRS will work closely with CMHT staff, Community and Rehabilitation Team Managers and Clinical Coordinators to: monitor the number of consumers referred, service duration and exit/transfer arrangements identify any impediments to either access or service provision participate in identified service development opportunities facilitate analysis of CCRS data. 		

Key Result Areas	Major Responsibilities	
and direct ongoing service development		
Contribute clinical rehabilitation expertise to learning environments, which may include individual/team capability development and/or post registration clinical teaching	 Support and promote continuous service improvement specifically in relation to the further development and adoption of community rehabilitation and recovery frameworks. Assist in the formulation of policies and participating as a member of CALHN management groups and committees. Contribute to the development of strategic planning activities. Implement local policies which reflect and compliment service standards and policies as well as relevant legislation and Acts. Develop strong relationships and communicating proactively with a range of external and internal stakeholders. Participate in planning and service modelling discussions relevant to CALHN. Consult with, promoting and participating in training / education sessions with community organisations. Participate in audit and the application of evidence-based practice with relevance to the mental health consumer group. 	
Develop portfolio area to coordinate and oversee therapeutic group programs	 Under direction/reporting to of the Community Clinical Rehabilitation Services Oversight Committee the CCRS will: monitor consumer need in group program development coordinate data collection and analysis in relation to group programs draw on data and provide recommendations in relation to group programs. foster collaboration with community team staff (including Care Coordinators) and encourage co-facilitation with CCRS staff consider collaboration with other agencies in conducting therapeutic groups recognise importance of supporting consumers' engagement in rehabilitation programs, including groups. 	
Display a commitment to continuous personal and professional development Always ensure a safe working environment	 Actively pursue professional development to maintain current best practice standards and meet professional registration and credentialing requirements. Establish professional clinical supervision, mentorship, and support relationships. Participate in the discipline's professional group. Actively participate in Performance Review and Development. Meet mandatory training requirements. Contribute to the promotion and implementation of the General Public Sector management aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health, Safety and Welfare by adhering to the provisions of relevant legislative requirements. 	

Knowledge, Skills, and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- An appropriate Degree or equivalent qualification which entitles registration as an Occupational Therapist with Occupational Therapy of Australia, *or*
- An appropriate Degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers, or
- Master's degree in clinical psychology or equivalent qualification recognised by the PsyBA and general registration with PsyBA with an endorsed area of practice in Clinical Psychology.

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to develop and lead a multi-disciplinary team under broad direction, work with competing or limited resources and multiple priorities and set/meet deadlines to realise organisational objectives.
- Proven ability to effectively manage conflict situations to achieve positive outcomes, to be selfmotivated, resourceful, innovative, and resilient
- Demonstrated ability to analyse problems, devise and implement creative and effective strategies with the ability to evaluate outcomes in an effective and efficient manner.
- Demonstrated ability to analyse complex quantitative and qualitative data, to guide service or strategic development, resource deployment, identify problems or issues, and make practical recommendations, maintaining a service delivery-oriented approach.
- Demonstrated high level of communication and interpersonal skills with the ability to form, consolidate and enhance partnerships, networks and relationships with other teams and providers, key stakeholders within and external to the organisation and demonstrate the ability to work respectfully with consumers and their families.
- Demonstrated commitment to the principles and practices of Equal Employment Opportunity
 and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit
 and principles of the Premier's Safety Commitment and the legislative requirements of the
 Occupational Health Safety and Welfare Act, utilising AS/NZS 4360 Risk Management, or to an
 equivalent set of standards.

Experience:

- Significant experience in a range of general mental health service settings, including community and in working with consumers with high and complex needs.
- Demonstrated specific skills and experience in delivery of clinical rehabilitation services in a mental health setting
- Demonstrated skills and experience in development and delivery of a diverse range of therapeutic groups
- Demonstrated experience in coordinating systems of care to ensure appropriate services are offered to consumers of mental health services and to their carers and families
- Proven ability and experience in the development and management of complex service systems and effective multidisciplinary teams.
- Demonstrated leadership skills and an ability to motivate others and to inspire individuals to work as a team to achieve identified outcomes, including developing and maintaining relationships which encourage collaboration, participation, and cooperation across disciplines.
- Demonstrated experience in developing implementing and maintaining partnership service models and or therapies that enhance the range and depth of options and or treatments available for people accessing mental health rehabilitation services
- Experience in the development and implementation of operational policies, plans and procedures.
- Experience in the planning, implementation and ongoing evaluation of service development initiatives including quality management and accreditation processes.
- An ability to manage the legislative requirements of the Work Health Safety Act 2012 and the Return-to-Work Act 2014 and apply a risk management approach that aligns to AS/NZS 31000:2009 Risk Management – Principles and Guidelines.

Knowledge:

- Knowledge of rehabilitation and recovery frameworks specifically pertaining to consumer centred practice and the implications to service delivery and outcomes.
- Demonstrated knowledge of contemporary, evidence-based approaches, models and therapies in mental health rehabilitation
- Demonstrated significant understanding of principles underpinning development of partnerships that enhance service capacity across the sector
- Knowledge of other government and non-government organisations, providers and programs, primary health care approaches and community work practices.
- that support rehabilitation and recovery for people with mental illness.
- Knowledge of relevant legislation pertaining to mental health services.
- Knowledge of Public Sector management aims personnel management standards and employee conduct standards in particular Equal Opportunity and Work Health and Safety.
- Demonstrated knowledge of relevant policies and current trends pertaining to mental health services, the national and state mental health reform strategies and health services structures, relationships and cultures.
- Sound knowledge of Quality Management principles and procedures.
- · Working knowledge of Microsoft Applications.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

 Holds a tertiary qualification or post graduate award at diploma level or higher, relevant to education, clinical and/or management areas.

Personal Abilities/Aptitudes/Skills:

- Possess an energetic, dynamic, and proactive approach to work and issues.
- Ability to work within a team framework that fosters an environment that develops staff potential.
- Ability to analyse complex data.
- Ability to undertake presentations to community and professional groups.

Experience:

- High level experience in intra and inter agency collaboration, particularly in community mental health, across service sectors.
- Experience in the financial, asset and human resources management of a ward/unit/service.
- Experience in relevant research and applying findings to the area of practice.
- Experience in organisational strategic planning.

Knowledge:

Working knowledge of the South Australian Public Health System

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care, and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological, and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and Far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia, and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance, and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- · Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit, Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH)

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high-quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vison and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
People first	 I am there for my patients and colleagues when they need me most. I put myself in my patients and colleagues' shoes to understand their needs. I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience. I respect uniqueness in my colleagues, our patients, and their families.
Ideas driven	 I look and listen to ensure I fully understand the problem and find a solution. I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems. I invest in my own learning and look for opportunities to explore and introduce new ideas. I am interested in critical research and how it informs creative thinking.
Future focussed	 I embrace leading practices and use them to evolve our ways of working. I lead and support change to improve patient and organisational outcomes. I am constantly on the look-out for opportunities to improve.
Community minded	 I put my hand up to lead work that matters. I am accountable and focused on value. I value and champion diversity. I embrace collaboration and constructive partnerships.

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- We are committed to the values of integrity, respect, and accountability.
- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- We demonstrate our values in our interactions with others in SA Health, the community, and those for whom
 we care.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees.

- Democratic Values Helping the government, under the law to serve the people of South Australia.
- · Service, Respect and Courtesy Serving the people of South Australia.
- · Honesty and Integrity- always Acting in such a way as to uphold the public trust.
- · Accountability- Holding ourselves accountable for everything we do.
- · Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Role Description Delegate Appr	roval			
I acknowledge that the role I currently occupy has the delegated authority to authorise this document.				
Name:	Role Title	e:		
Signature:	Date:			
Role Acceptance				
Employee Acceptance				
I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.				
Name:	Signature:	Date:		

Approvals