

# Position Description

## Continuing Coordinated Care (CCC) Support Facilitator



### Position summary

Reporting to the Program Coordinator, the Support Facilitator's role actively facilitates improved well-being for people. Continuing Coordinated Care (CCC) supports people in recovery to connect with others, focus on their strengths, maintain a healthy lifestyle and lead a fulfilling life. This includes assistance, if needed, with obtaining housing, education, training and employment. The target group are adults with a substance use disorder and complex needs. The role is mobile and operates from both an office space and also with participants in the community.

### Organisational relationships

**Direct reports:** Nil

#### Internal and external relationships

Internal relationships involves team and staff engagement and collaboration  
 External relationships may include families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, Medicare locals, Community Mental Health Service Providers and the broader community

Responsibilities	Outcomes
<b>Support Facilitation</b>	
Build, mentor and model open, supportive, trusting, appropriate and effective professional relationships with participants as part of their recovery.	A highly professional and respectful standard of service and information is provided in consultation with participants and within a motivational enhancement framework.
	A care plan is developed in consultation with client, carers (if appropriate) and clinical teams and other support providers.
	Participants maintain engagement with community-based AOD treatment.
Encourage learning experiences, and support social and living skill development at every opportunity.	There is engagement with carers, as appropriate, if consented by the client.
	Through positive self-care strategies, increased vocational competence and access to education and training is offered.
	There is evidence of improved social functioning and family and community connectedness.
	Participants are supported to access healthcare services and tools to improve physical health and wellbeing.

Responsibilities	Outcomes
Advocate to improve client access to housing services.	The client is supported to access housing as needed and housing tenancies are maintained.
Advocate to improve client access to employment.	The client is supported to either maintain employment or take steps towards finding employment that is suitable and sustainable.
Advocate to improve client access to a range of support services.	There is evidence that participants have been supported to access services such as NDIS, living skills programs and income support.
Provide inclusive services.	Culturally inclusive and competent services that meet the needs of all communities, including CALD, Aboriginal and LGBTIQA participants is provided.
Provide brief interventions on request.	A total of three weekly 60 minute sessions are provided to participants in consultation with their Support Facilitator.
<b>Occasions of Service (OOS)</b>	
Provide Occasions of Service (OOS) relevant to hours worked.	There is evidence that participants are provided with a reasonable number of Occasions of Service (OOS). A full time case load is generally 15-20 participants. This can comprise of any direct engagement with a participant or any activity that is done in regard to the participant and is usually about 30-60 minutes in length. This can be conducted in person, via phone or video conferencing. An average 8 hour day should allow for a minimum of 5 occasions of service. Depending on engagement levels, a full-time case load is generally 15-20 participants.
<b>Representation and Networking</b>	
Develop and maintain a working knowledge of AOD and other relevant agencies/services	Connections with AOD (alcohol and other drug) and primary health services and other stakeholders, including carers and other service providers are built and maintained.
Actively liaise with relevant agencies and other service providers, regarding client progress and participation	Relevant agencies are provided with appropriate information to support the client and grant them access to services they need.
Attend interagency and Buttery networking groups as directed	Interagency and Buttery meetings are attended as appropriate.
<b>Administration and reporting</b>	
Maintain client files and undertake other administrative tasks as required.	Accurate case notes/ files/paperwork/data input/reports are maintained and updated.
Collect data to support future programs.	Sufficient data is available to ensure there is evidence of the program's effectiveness.
	There is participation in research projects as required.

Responsibilities	Outcomes
<b>Team support</b>	
Participate in peer and clinical supervision processes.	There is adequate preparation and active participation in peer and clinical supervision.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution in meetings to reach key program and clinical decisions.
Work autonomously and as part of a team.	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.
	Assigned tasks are carried out in a timely manner.
<b>General</b>	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the Buttery sites and complying with any pandemic directives.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, residents, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Program Coordinator.	

## Selection criteria

### Qualifications and checks

- Diploma qualifications or above in welfare/psychology/social work or equivalent
- Current manual Driver's Licence with an ability to undertake regular travel around the region
- A satisfactory Criminal Record Check and Working with Children Check
- Current First Aid certificate

### Professional skills and experience

- Demonstrated experience working in a recovery orientated framework
- Demonstrated experience in coordinating care for persons with complex support needs including in particular Alcohol and Other drugs (AOD) support needs co-occurring with serious mental health issues and other issues such as homelessness, trauma, contact with the criminal justice system and family and cultural separation
- Established networks and relationships with a range of services and communities in the local area
- Demonstrated proficiency using the Microsoft suite, video conferencing applications and a variety of databases
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

### Interpersonal skills

- Proven experience in undertaking complex negotiations, resolving conflict, building partnerships and addressing resistance.
- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role
- Self-reflective with the ability to review own work practices and maintain boundaries

## Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_