



## Position Description

<b>Position title</b>	New Access Coach
<b>Business unit</b>	Clinical Services South West Queensland
<b>Team</b>	New Access
<b>Relevant Award</b>	Social, Community, Home Care and Disability Services Industry (SACS) Award 2012
<b>Award level</b>	4
<b>Position reports</b>	Team Leader
<b>Positions responsible for</b>	N/A
<b>Effective Date</b>	August 2019

### Purpose of Position

The NewAccess Coach is responsible for providing brief Cognitive Behavioural Therapy (CBT) interventions to consumers with mild to moderate depression and/or anxiety at Lives Lived Well (LLW). The Coach will also link consumers with appropriate community networks and refer to other support services (including employment, financial or housing assistance, or more intensive therapy services).

### Duties and Responsibilities

#### Provision of Treatment and Education Services

- Provide high quality engagement, assessment, counselling and support services to clients and their families using evidence-based practice principles
- Facilitate the intake and assessment process in collaboration with other service providers.
- Work with clients and, where appropriate, their families to develop, implement and review individual treatment goals, which include discharge plans.
- Collaborate with existing service providers, including completing referrals to other services
- Adhere to an agreed activity contract relating to the overall number of client contacts offered, and sessions carried out per week, to minimise waiting times and to ensure that the service remains accessible and convenient.
- Adhere to agreed activity in relation to community engagement, including participation in face-to-face agency visits, interagency meetings, community forums and other events.
- Participate in 'housekeeping' activities to support the day-to-day operation of the program.

### Coordination

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- Attend multi-disciplinary meetings relating to referrals or the consumer's progress, where appropriate
- Work closely with team members to ensure step-up and step-down arrangements are available to all consumers as appropriate
- Develop and maintain partnerships with external service providers so that "wrap-around" services are available to consumers
- Work within, and share, equal responsibility within the team to ensure that the needs of consumers are met.
- Engage effectively with the Mental Health Community Sector, General Community Sector, Clinical Services and Primary Health Care Sector including GP's and Allied Health professionals, to promote the program initially, and on an ongoing basis.

## Administration/Reporting

- Maintain file records, data collection processes and reporting as required
- Ensure that records, data collection and reporting are consistent with confidentiality and relevant practice standards.
- Complete all relevant documentation in a clear and timely manner.

## Quality Assurance

- Actively ensure all procedures and relevant systems are understood and adhered to on an ongoing basis.
- Encourage an environment in which high quality work is delivered and supported by the adherence/development of quality systems documentation in achieving overall quality improvement.
- Participate in relevant professional development activities to ensure that professional practice is contemporary and of the highest standards.

## Client Relations

- Provide culturally appropriate practice as relevant to varying clients.
- Respect the cultural diversity amongst individuals and families and uphold ethical standards in line with both Lives Lived Well and the relevant profession.
- Emphasise the importance of engagement in building rapport and working relationships with clients and their families.

## Working with Lives Lived Well

- Role model behaviour consistent with the Values and Code of Conduct, while maintaining individuality and honouring to the diversity of Lives Lived Well.
- Understand and work in alignment with Work Health & Safety, equal employment opportunity, and associated organisational policies.
- Participate in professional development including self-directed learning and required training.
- Engage in self-care strategies.

*Please note that the responsibilities outlined in this position description are not exhaustive, and only an indication of the work of the role. Lives Lived Well can direct you to carry out duties which it considers are within your level of skill, competence and training.*

## Key Relationships

- Build strong relationships with internal staff, counsellors, facilitators and workers.
- Attend appropriate internal and external meetings and groups that promote the work of LLW in the context of the specific program.

## Key Selection Criteria

- Undergraduate qualification in Social Work, Psychology, Social Science, Health or a related field highly regarded

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- Ability to work collaboratively, cooperatively and effectively as part of a multi-disciplinary team
- Demonstrated ability to solve complex problems
- Proven engagement and communication skills, particularly by telephone
- Demonstrated ability to rapidly learn new skills
- Demonstrated understanding of mental health conditions and the mental health sector

### Additional Factors

- Complete a National Police History Check
- Current Australian (issued) Drivers Licence
- Intrastate and interstate travel as required for the role
- Hold a current Working with Children Check

### Delegations

As per Delegations Instrument.