

## Position Description

<b>Job Title</b>	Journey Coordinator
<b>Reports To</b>	Coordinator, Psychological Services Team
<b>Membership</b>	Psychological Services Team

### Role and Responsibilities (Level 3.1 – 4.1)

#### Primary Objective

The Journey Coordinator is a dedicated position within the Mental Health Stepped Care service system that operates as an independent partner in a person's care journey. The Journey Coordinator will ensure that individuals are placed at the centre of their own health and wellbeing, and experience improved care and mental health.

#### Position requirements

##### Service Delivery and Operations:

- Accept referrals from North Queensland Primary Health Network (NQPHN) Stepped Care
  - Use IAR-DST to assess each participant's eligibility for Journey Coordination and needs in conjunction with them and work with them to develop and implement a plan that sets out priorities for work.
  - Undertake support for Stepped Care participants that:
  - Uses a person-led/strengths based, trauma informed and recovery-focused approach to support participants
  - Improves outcomes for Stepped Care participants through capacity building, psycho-social education, support to access self-management approaches including digital mental health services and low intensity group programs
  - Improves overall participant outcomes from the service system through providing education and information on what a person can expect from services
  - Supports participant to document or share their story with other services as required, including through sharing of an IAR-DST
- Coordinating referrals to other services and advocating for access when required and supporting transitions between services.
- Facilitate the Stepped Care model to ensure the quality, continuity and coordination of care between service providers. This will include identifying vulnerable points of handover and gaps in the continuum of care and facilitating service system integration
- Facilitate regular review of participant's support needs
- Supply feedback to referrers
- Identify barriers to and solutions to service integration
- Work collaboratively to achieve results for participants through networking, mapping the service system and creating and sustaining partnerships in North Queensland
- Deliver services can be through a mode that suits the participant, including office/centre-based supports, community outreach and telehealth with a preference for face to face delivery where possible.

- Perform other duties as directed by the Direct Supervisor

### General

- Represent NQPHN Stepped Care Journey Coordinator service and Better Together on relevant committees, advisory groups and at events as they relate to the role and organisational objectives
- Ensure regular attendance at team and staff meetings including participation in quality practice activities and trainings
- Participate in quality improvement activities, audits and certification
- Actively engage in supervision mechanisms
- Contribute to any other activities that support operation of the Stepped Care model as required
- Complete other reasonable duties as required to meet the objectives of Stepped Care in North Queensland Primary Health Network region

### Communication

- Communicate effectively with staff within (organization), Journey Coordinator Lead, within NQPHN's Stepped Care Team and with external stakeholders
- Record relevant interactions in the RediCASE database and ensure information is relevant, accurate, up-to-date and accessible by other appropriate NQPHN Stepped Care members
- Maintain strict confidentiality when handling sensitive information and follow all relevant privacy and confidentiality guidelines to ensure that the information is kept secure and only accessible by authorized personnel
- Comply with reporting requirements by collecting, collating and communicating all relevant data to the appropriate internal and external stakeholders as required by NQPHN

### Relationships

#### **Internal**

This position works closely and collaboratively with:

- Other Stepped Care partner organisations such as VPG; Banksia Mental Health; ECHO; Mareeba Community Centre and Ravenshoe Community Centre
- Better Together Community team and Better Together Psychology team

#### **External**

It is expected this position will have extensive contact with external stakeholders including:

- People who are experiencing mental health distress and their carers, families, friends and community supports
- The broader team delivering for North Queensland Stepped Care including the NQPHN as lead agency, Journey Coordinator Lead and other Journey Coordinator teams
- Representatives from a wide range of organisations including not for profit, government agencies and the PHN

## **SELECTION CRITERIA**

### **Experience, Skills and Qualifications**

#### *Mandatory*

- Experience identifying and delivering partnership and collaboration opportunities that enhance consumer outcomes and improve the service system
- Demonstrated ability to establish, develop and maintain multiple productive working relationships and networks
- An understanding of mental health challenges and how they inform an individual's experiences
- Ability to develop and maintain a genuine relationship with individuals accessing Stepped Care

- Ability to adopt a recovery-focused, person centered, strengths based and trauma informed approach with consumers individuals in mental health distress mental to identify and understand their needs and to develop a plan to achieve better consumer outcomes
- Have knowledge and/or the ability to obtain knowledge of regional supports available to people living with mental health concerns
- Highly developed communication, interpersonal and organisational skills
- The ability to work collaboratively and with a level of autonomy
- Proven ability to meet deadlines in a high demand work environment and to exercise judgment and initiative.
- Innovative and thinks laterally to create and achieve solutions
- Displays personal drive and integrity.
- Possess a current open C-Class Drivers Licence valid in Queensland
- Possession of or ability to gain a First Aid and CPR certificate
- A Federal Police Check is required for this role
- Competency in using Microsoft Office Suite

*Desirable*

- Relevant qualification or knowledge of theoretical frameworks
- A lived experience of holistic recovery

*Addendum: Key Specifications for Candidates with Lived Experience*

- Are able to skilfully share their own Lived Experience of mental health recovery in a meaningful, intentional and purposeful way to support others in their wellbeing/recovery
- Understand the value of professional and personal boundaries and how to apply these while developing and maintaining authentic connections from a Lived Experience perspective
- Are comfortable sitting with big emotions and complex situations