

SM Job Description for After Care Coordinator (Suicide Prevention)

Date:	18/03/2019
Position Title:	After Care Coordinator (Suicide Prevention)
Reports to:	Clinical Services Manager – WCADS
Classification	6

SECTION 1: PURPOSE OF THIS JOB:

This position provides a place-based suicide prevention support service in Narrogin for people who have presented at a hospital for suicide ideation or an attempt. The purpose is to facilitate a safe return to home and community by mobilising available community services and supports as identified in the hospital discharge plan and any other services relevant to their needs.

SECTION 2: KEY WORKING RELATIONSHIPS

INTERNAL	EXTERNAL
Clinical Services Manager	Narrogin Regional Hospital
Clinical Supervisor	Wheatbelt Community Mental Health
Suicide Prevention Coordinator	WA Country Health Service (Other)
Senior Counsellors	Families / significant others
Counsellors	Health, Community and General Practitioners
General Manager Operations	Other government and non-government agencies

This job description form (JDF) contains the key outcomes and responsibilities for this position. The JDF provides an indication of overall focus and is not intended to be a complete list of specific tasks and duties.

SECTION 3: KEY OUTCOMES:

1. Case Management and Support
2. Community Liaison and Advocacy
3. Service Development and Administration
4. Other Duties

1. Case Management and Support

Key Responsibilities
<ul style="list-style-type: none"> • Undertake direct liaison between the patient/client and the discharge staff at hospital emergency departments to ensure continuity of care, and to reduce the patient/client risk of re-attempting suicide during this high-risk period. • Where possible, contribute to the development of the patient/client care plan whilst in hospital and their discharge plan. • Upon referral and discharge from hospital, provide case management for the client to co-ordinate their care as detailed by the hospital discharge plan. • Identify any other supports required including social and practical support, reconnection to their family and/or support networks, GP and other primary care services. • Review the progress of the discharge plan with the client and develop new goals as required. • Work with clients to develop a safety plan that takes into account any significant dates that may increase risk. • Utilise the referral pathway resources of Health Pathways (subject to access). • Provide support to the client in a range of locations that may include on-site and community locations, observing the requirements of Holyoake's Outreach Policy. • Provide counselling, support and encouragement as required, to facilitate the achievement of the discharge plan. • Manage allocated client caseload in accordance with Holyoake clinical guidelines. • Ensure an integrated care approach through agency liaison and shared case management of clients who have complex issues. • Make professional, clinical decisions in consultation with senior staff as necessary. • Ensure that case notes and client data are maintained to the required standards. • Demonstrate clinical leadership by providing professional guidance and support to Holyoake counsellors as required. • Assist the Clinical Supervisor to ensure the effective operation of case management and case review processes within the team. • Ensure that clinical services delivered reflect evidence based best practice standards and are in line with the Holyoake Approach, policy and procedures.

2. Community Liaison and Advocacy

Key Responsibilities

- Establish effective referral pathways between Holyoake After Care Coordinator position and Narrogin Hospital in particular, and other key regional and metropolitan hospitals where clients may be admitted.
- Identify and engage with key stakeholders (i.e. place-based and relevant services that clients can access in metropolitan and regional areas, and also phone and online support– such as ‘eCounselling’) required to ensure effective referral (intake) and discharge support mechanisms. This includes government, non-government and private sector (i.e. registered Psychologists, Tier 1/2 Primary Mental Health services)
- Gain the support of key stakeholders through signed Letters of Agreement.
- Promote the service and provide information and presentations to key stakeholders as required.
- Contribute to the development and implementation of prevention activities.

3. Service Development and Administration

Key Responsibilities

- In consultation with the Clinical Services Manager, develop and document operational procedures for the service including, but not limited to Intake procedure; eligibility and service access; scope of service delivery (i.e. service types, length of involvement, after-hours’ incidents, outreach / home visits); clinical review process; exist planning; and ensuring cultural security.
- Participate as a member of the Project Steering Committee to monitor the implementation of the service and to address any issues.
- Membership of the Wheatbelt Suicide Prevention Advisory Forum (chaired by the Wheatbelt Suicide Prevention Coordinator) to provide updates on service provision, trends, areas of concerns, gaps in service provision/cohesion.
- Explore resources that may be of value to first responders, when responding to individuals who present with suicide ideation or a suicide attempt.
- Facilitate and/or lead meetings as designated by the Clinical Services Manager.
- Contribute to the review and quality improvement of Holyoake services.
- Inform the line manager of any issues arising in relation to service delivery, including feedback from consumers.
- Support and mentor student and other placements.
- Attend internal and external meetings as required.
- Participate in organisational projects and research activities as required.
- Effectively manage appointments with clients and community-based agencies.
- Provide feedback on service gaps to the Clinical Services Manager and the Wheatbelt Suicide Prevention Coordinator

4. Other Duties

Key Responsibilities

- Maintain own professional development.
- Adhere to all Holyoake policies, procedures and work instructions.
- Adhere to Holyoake's Occupational Health and Safety policies, procedures and guidelines.
- Other duties as directed by the line Manager.

SECTION 4: AUTHORITY LEVELS:

The After Care Coordinator operates under the general direction of the Business Unit Manager (i.e. Clinical Services Manager). This position has a significant degree of autonomy and responsibility in terms of complex case management and client support. The position is also expected to demonstrate clinical leadership, providing mentoring and support for counsellors and students as necessary. In consultation with the Clinical Services Manager, the After Care Coordinator can take a lead in building formal collaborative partnerships with relevant government and non-government agencies.

SECTION 5: COMPETENCY REQUIREMENTS:

SELECTION CRITERIA

Qualifications and Training:

- A tertiary qualification in social work, psychology, mental health (nursing), counselling or similar.

Knowledge and Experience:

- Demonstrated experience and or knowledge of working to support individuals presenting with suicide ideation and people who have attempted suicide.
- Demonstrated experience in conducting suicide risk assessments, de-escalation, and the development and implementation of client safety plans.
- Demonstrated experience in complex case management.
- Sound knowledge of alcohol and drug issues, mental health conditions and their comorbidity.
- Minimum 4 years professional experience in a related field.

Skills:

- Demonstrated assessment and counselling skills.
- Demonstrated experience in confidently liaising and advocating with GPs, hospitals, mental health clinicians and other relevant service providers.
- Clinically resilient and demonstrated capacity for self-care and reflective practice.
- Ability to deliver services in a culturally appropriate and secure manner.
- Ability to work effectively as a team member.
- Good interpersonal and communication skills.
- Demonstrated problem solving skills.
- Effective time management and personal organisational skills.
- Ability to work within the Holyoake Approach and values.
- Demonstrated proficiency with Microsoft Office software package including Word and Outlook.

Other:

- Current National Police clearance.
- Current Working with Children Check.
- Other security clearances if required.
- Current WA drivers' licence

SECTION 6: ACCEPTANCE OF JOB DESCRIPTION:

Incumbent Name:

Incumbent Signature

Date

Unit Manager:

[Position Title]

Unit Manager Signature

Date

CHIEF EXECUTIVE OFFICER AUTHORISATION:

Signature:



Date: 18/03/2019