



Position Description – Care Coordinator

Role Title	Care Coordinator
Team	Programs
Remuneration (if applicable)	
Award and Grade (if applicable)	Level 4 SCHADS
Reports to (Position)	Team Leader
Direct Reports (Position)	N/A

Vision, Mission and Values

Vision: Love over hate

Mission: Creating community with no 'us and them'

Values

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity"

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you

or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

Position Purpose

The Care Coordinator is responsible for proactively supporting and empowering visitors to identify and work towards achieving their personal goals.

Responsibilities

Working with visitors

- Build rapport with visitors and identify presenting needs;
- Conduct initial assessments, identify goals with regard for visitor strengths, and develop care plans to improve visitor wellbeing;
- Regularly review care plans to assess progress and additional needs;
- Assist visitors to make informed decisions by providing options and reasonable advice with consideration of the presenting circumstances of the visitor;
- Coordinate care for visitors which may include liaising with multiple social, health, housing, financial and legal services, making appropriate referrals and advocating for optimal outcomes;
- Assist frontline staff with managing visitor behaviour and offer support during critical incidents;
- Promote independence, self-determination and self-worth in visitors through one-to-one and community engagement.

Service delivery

- Collaborate and work effectively with other programs within Wayside for the advancement of visitor care objectives;
- Participate in case planning and case review meetings;
- Participate in interagency meetings when required and ensure Wayside offers a consistent and professional presence. Explore opportunities to expand relationships and collaborative work with local service providers;
- Develop content and facilitate therapeutic groups when appropriate;
- Utilise a trauma informed care approach to care coordination practice;
- Operate within a harm minimisation framework when working with visitors engaged in high-risk behaviours.

Administration, reporting & WHS compliance

- Record accurate and timely data and information and effectively use available systems. This includes internal systems to record program statistics, CIMS, visitor flags and other systems utilised in interagency meetings;
- Develop and maintain detailed visitor files including needs assessments, care plans, brokerage and case notes;
- Ensure all reports and administrative tasks are completed to a professional standard;
- Comply with all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace;
- Participate in the review and further development of policy and procedures.

Other

- Any other duties as directed by Team Leader, Operations Manager or Head of Programs;
- Attend training and educational courses, professional supervision and staff meetings;
- Foster a culture in line with Wayside's values and professional industry standards including visitor focused and outcomes-centred care.

Note

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. A Care Coordinator can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.

The Care Coordinator should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.

Key Internal and External contacts

Internal

- Team Leader
- Operations Manager, Programs
- Senior Social Worker

External

- Other service agencies and partners
- DCJ

Core Competencies – key skills, work experience, qualifications

Essential

- Undergraduate qualifications in Social Work/other relevant disciplines or substantial experience working in Community Services;
- Experience working with at-risk populations and understanding of related issues, both practical and systematic (including but not limited to Juvenile Justice, Aboriginal and Torres Strait Islander, CALD, trauma, homelessness, mental health, alcohol and other drugs);
- Knowledge of and ability to operate with regard to trauma informed principles;
- High level interpersonal communication and problem solving skills;
- Ability to work as part of a team with a commitment to sharing knowledge and expertise and supporting Wayside culture;
- Understanding of community-based model of care and commitment to the mission, vision and values of Wayside.

Record Keeping

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