

Job & Person Specification

1. POSITION DETAILS			
Position Title:	Clinical Care Planner	Date Approved:	15/04/2021
Portfolio:	Mental Health & AOD	Status of Employment:	Contract Position
Responsible To:	Mental Health Clinical Lead		
Location Base:	Role located across Northern and Western Sonder locations		
Role Delegation Level:	Non-Managerial Role		
2. POSITION CONTEXT			
Job Purpose Statement	<p>Clinical Care Planners play a key role in helping to provide care coordination for people with severe and complex mental illness managed by GP's and Psychiatrists in the community. Working within a recovery orientated framework, a joint care plan is developed with the individual and their key personal and professional supports to support effective management of their mental health symptoms and avoid unnecessary hospitalisation. Support is targeted, complementing and enhancing existing GP, psychiatrist and allied mental health services.</p> <p>The Clinical Care Planner will be responsible for:</p> <ul style="list-style-type: none"> Working alongside patients, their GPs and other health professionals involved in their care to develop a joint care plan aimed to improve the ongoing management, coordination and treatment of complex and severe mental health management in general practice. Enhancing the effectiveness of a stepped-care approach to mental health care in primary care settings. Liaison and consultation with other professional employees. 		
Working Relationships	<ul style="list-style-type: none"> Mental Health Clinical Staff Support Services Team Mental Health & AOD Portfolio General Practitioners, Psychiatrists, Mental Health Clinicians and Allied Health Professionals, external agencies and community organisations All Sonder Employees 		
Line Management Responsibility	<ul style="list-style-type: none"> No Line Management Responsibilities 		
Special Conditions	<ul style="list-style-type: none"> Some out of hours work may be required for which time off in lieu may be taken; Intrastate and interstate travel may be necessary. Must possess current Driver's Licence and be prepared to use vehicle (reimbursement of kilometre costs will be made in accordance with the relevant award). Must possess current Child Related Employment Screening / Working with Children Check. Sonder is a smoke free workplace. Participate in Performance Review & Development Appraisals annually and as required. 		
Organisational Vision, Values & Purpose	<p>Our Vision: Better Care Better Health Our Values: Respect, Fairness, Equity, Honesty & Trust Our Purpose: Delivery high quality, local health care</p>		

3. KEY RESULTS, ACCOUNTABILITIES to inform PERFORMANCE INDICATORS

Key Result Area	Accountabilities and Outcomes (What is to be achieved – responsibilities and duties)	Key Performance Indicator (This is the measurement criteria for how each accountability/responsibility is achieved)
Duties include (but are not limited to):		
Clinical services	<ol style="list-style-type: none"> 1. Provide clinical care coordination services including: <ol style="list-style-type: none"> a) Provide clinically appropriate care coordination as per the current Country SA Primary Health (CSAPHN) clinical care coordination Program Guidelines b) Ensure escalation pathways are in place to provide an appropriate level of support if an individual's mental health needs should change c) Stepped care approach to mental health care in primary care settings through GP and Primary Mental Health Care services d) Follow a model of care with an integrated treatment planning approach across MH and AOD services e) Care and treatment of clients presenting with severe and complex mental health illness f) Provide input and advice to Sonder mental Health services as required g) Deliver clinical care coordination, monitoring and consultation services alongside Mental Health Clinicians 2. Provide services in line with the Mental Health Recovery Framework: <ol style="list-style-type: none"> a) Promotion of choice and fostering opportunities for a meaningful, satisfying and purposeful life b) Individuals are empowered so they recognize they are at the center of their care and the experts in their own lives c) Working positively and realistically with individuals and carers to realise their own hopes, goals and aspirations 	<ol style="list-style-type: none"> 1. Professional clinical care coordination services are provided to clients in accordance with program work instructions and Clinical Governance Framework. 2. Timely assessments, case notes and closure requirements are completed as per program Work Instructions. 3. A case load will be maintained as determined by program work instruction and in consultation with program coordinator and Clinical Lead. 4. Good communication flow and collaborative care is delivered. 5. Strong adherence to organisational processes and procedures. 6. Uniqueness of the individual is understood and fostered 7. Opportunity for real choice is afforded to all clients 8. All individuals are treated with Dignity and Respect
Clinical Support	<ol style="list-style-type: none"> 1. Attendance and facilitation of clinical case consults 2. Partake in individual clinical supervision 	<ol style="list-style-type: none"> 1. Attend and facilitate clinical case consults as required. 2. Receive and provide clinical supervision as per Clinical Governance Framework.

Records Management, QI & Compliance	<ol style="list-style-type: none"> 1. Comply with electronic case file system and any other relevant organisational processes and procedures. Maintain client files using appropriate tools, policy and procedures. 	<ol style="list-style-type: none"> 2. MasterCare diary is maintained and compliant with the Mental Health Case File Audit Procedure, and Information Management Policy. 3. All contact from, to and concerning clients to be recorded in a File Note in MasterCare. 4. Care Planner provides information to support the evaluation of services provided. 5. Quality Improvement activity is supported and engaged in. 6. Relevant policy and procedures are followed and adhered to.
Continuous Improvement, Health & Wellness Activities	<ol style="list-style-type: none"> 1. Participate in organisational and mental health streams commitment to their continuing professional development by attending team and all of staff meetings, and staff training and development as required. 	<ol style="list-style-type: none"> 1. Monthly All of Staff Meetings and Site Team Meetings are attended and contribution of role related updates are provided. 2. Involvement in a minimum of one health and wellness committee led initiative a year. 3. Attend team and staff meetings to contribute feedback, ideas and keep informed. 4. Staff development training is attended.
Liaison, Networking, Communication & Relationships	<ol style="list-style-type: none"> 1. Work co-operatively within the MH&AOD team, exchange information and assist other team members to achieve team objectives and work outcomes. 2. Liaise with external agents, facilitators and organisations to deliver on Service activities. 3. Contribute to and promote professional education of General Practice and Allied Health Providers. 4. Foster and maintain relationships with external stakeholders to ensure good communication flow and clear referral pathways. 5. Participate in community engagement activities as directed and promote the mental health and wellbeing of the community. 	<ol style="list-style-type: none"> 1. Clinician provides community education/attends relevant community events where appropriate. 2. Sonder is professionally represented at community events and external meetings/forums. 3. All presentation and events comply with the Events Planning Procedure.

4. ORGANISATIONAL OBLIGATIONS

Compliance	<ul style="list-style-type: none"> • Be aware of and adhere to Sonder's policies and procedures • Display a commitment and passion for Sonder Values
Work Health & Safety	<p>As an employee of Sonder, you must:</p> <ul style="list-style-type: none"> • Take reasonable care for your own health and safety in the workplace. • Take reasonable care that your acts or omissions do not adversely affect the health and safety of others in the workplace • Cooperate with your employer about matters of health and safety. • Comply with any reasonable instruction and cooperate with Sonder WHS policies and procedures. • Familiarise the broad meaning of 'workplace' in health and safety legislation and Sonder WHS policies and procedures.
Diversity & Inclusion	<p>Sonder is an equal opportunity employer and we embrace diversity.</p> <p>We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.</p> <p>In turn, we strive to create a safe, inclusive environment for all employees.</p> <p>As an employee of Sonder, you must practice inclusivity and celebrate diversity in line with Sonder policies and procedures.</p>

5. ESSENTIAL MINIMUM CAPABILITIES

Skills and Abilities	<ul style="list-style-type: none"> • Exceptional and professional interpersonal skills with the ability to relate to a diverse range of people. • Exceptional time management skills to determine priorities and meet deadlines. • Good problem solving skills and ability to exercise initiative and sound judgement. • Proven skills in respecting and maintaining integrity and confidentiality in dealing with sensitive issues. • Ability to be a team player and work within a multidisciplinary team. • Flexible can do attitude and exceeds under pressure. • Ability to design and implement psychological interventions for individuals • Ability to administer and interpret appropriate psychometric tests and outcome measurements • Ability to apply evidenced based psychological interventions including understanding of current theoretical concepts within mental health sciences and their application to mental health issues and problems • Ability to work as a member of a multidisciplinary team • Ability to perform multiple tasks and meet deadlines • Ability to work independently with minimal supervision • Proven high level of communication skills including the ability to communicate effectively, both orally and in writing with client, internal and external agencies and the community
Experience	<ul style="list-style-type: none"> • Demonstrated experience working within a fast-paced environment. • Proven successful delivery of Clinical Care Coordination services or other relevant mental health services. • Experience in working with adults with severe and complex mental health needs • A minimum 2 years supervised experience in the area of mental health. • A minimum 2 years relevant professional development and or supervision. • Experience in delivery of evidence based mental health interventions and assessments.
Knowledge	<ul style="list-style-type: none"> • Knowledge of the application of policies and procedures within an organisation to enable accreditation compliance. • Knowledge of Occupational Health, Work Health & Safety Act, policies and practices • Knowledge of Equal Opportunities Legislation, policies and practices • Knowledge of Professional Codes of Conduct and Ethics: aware of and practicing within relevant Federal and State Legislation and the relevant Professional Code of Practice, Conduct and Ethics
Qualifications:	<ul style="list-style-type: none"> • Knowledge and experience in using the Microsoft suite of software and databases. • Mental Health Nurse and other appropriately qualified mental health professionals • Current and full registration with the appropriate registration authority • Current Working With Children Check

- Current Child Safe Environments

6. DESIRABLE CHARACTERISTICS

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| Attributes/Experience | <ul style="list-style-type: none">• A sense of humour! |
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7. ACKNOWLEDGEMENT

Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job & Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.