Support Facilitator

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Position

This position is within Child & Family. It is part of various mental health services teams.

☒ This position reports to the Team Leader

☐ Reporting line may vary depending on location and service size

☒ This position does not have any direct reports ☐ This position may have direct reports, positions vary

☐ This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

☐ This position is a budget holder ☐ This position has designated revenue targets

☐ This position is an Aboriginal & Torres Strait Islander identified position

☒ This position may require a working with children related clearance

Purpose

The purpose of this position is to use strength based frameworks to support people who are experiencing severe and persistent mental illness and their carers, families and community supports to identify services and work collaboratively with a range of community services to coordinate, change and integrate services to better deliver what clients need.

Focus

To achieve this purpose, the position holder would typically:

- Accept referrals from the Lead Agency and build capacity within The Benevolent Society to work with clients.
- Assess each clients needs in conjunction with them and work with them to develop an Action Plan that sets out priorities for work.
- Improve outcomes for individual PIR clients by facilitating the engagement of services for clients including primary health care.
- Facilitate regular review of client support needs.
- Provide feedback to referrers.
- Identify barriers to and solutions for service integration.
- Develop specific expertise in a small number of identified “portfolios” and share across other support facilitation teams and The Benevolent Society’s mental health services.
- Work collaboratively to achieve results for clients through networking, mapping the service system and creating and sustainable partnerships in designated delivery area.
- Manage a portion of the flexible funding that has been set aside for immediate and longer term client needs.
- Represent the organisation on relevant committees, advisory groups and at events as they relate to the role and organisational objectives.
- Depending on the requirements of the service, may be required to plan, develop and facilitate or co-facilitate groups and workshops relating to the service.
- Document and create reports on client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.
- Advise the Team Leader of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.
- Make mandatory reports to the community services helpline when assessed as necessary, in consultation with the Team Leader or Manager.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.

Outcomes

When things are going well we would expect to see these outcomes:

- The way we work with clients is effective and appropriate interventions aligned to a strengths based framework are utilised
- The way we work with clients is planned, coordinated, and well documented
- The most effective outcome for the client is identified
- Clients, carers and other stakeholders indicate they are satisfied with their service
- Improved outcomes for clients are identified as an outcome of service delivery

Relationships

We work collaboratively with others, however this position works close closely with:

Within The Benevolent Society:

- Managers
- Other Support Facilitators and Mental Health Support Workers
- Manager, Practice Support

Outside The Benevolent Society:

- Support Facilitators in other agencies
- Medicare Local or other lead agencies
- Clients and the community
- Other service providers and agencies
- Allied health providers and other wrap around services

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- A degree in health services, social sciences or other related discipline is desirable.
- Significant experience in a human services environment, particularly experience in understanding service delivery and how it can best deliver for clients with complex needs.
- High level experience in identifying, designing and delivering partnership and collaboration opportunities that enhance client outcomes and improve the service system.
- High level experience in identifying and resolving systemic service delivery problems and achieving reform.
- Ability to adopt a recovery-focused approach with clients with severe and persistent mental illness to identify and understand their needs and to develop an Action Plan to achieve better client outcomes.
- Ability to engage effectively with clients and carers, families, friends and community supports.
- Ability to use strategies such as assertive outreach to engage clients who are disconnected from the service system.
- Demonstrated high level ability to establish, develop and maintain multiple productive working relationships and networks focusing on better client outcomes through improving and changing the service system.
- Ability to take a leadership role with other organisations in designated area.
- Highly developed interpersonal, communication and negotiation skills including demonstrated ability to build productive working relationships with colleagues to achieve required outcomes.

Travel

This position may require some flexibility in terms of travel or hours of work:

☐ Overnight travel/stays may be required
☒ Some weekend work may be required
☒ Some evening work may be required
☒ Travel between office locations/regions may be required
☒ Travel to clients (varied locations) may be required
☒ Use of own registered, insured motor vehicle for business purposes may be required
☒ Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context

Those with knowledge of this position say the things that might make your day are:

- Seeing a client feel safe and open up
- Clients finding solutions, achieving goals, and exiting the program with their goals met

Those with knowledge of this position say some key challenges you might experience are:

- Meeting clients where they feel safe – parks, their home, coffee shops – may carry risks
- Trying to coordinate visits to maintain emotional wellbeing
- The service isn't a crisis service, but sometimes mini wrap around support is needed
- Dealing with client self harm
- Maintaining an understanding that the worker is not a friend

Approvals

Approver	Director, Human Resources	Date: 29 November 2016	Position Code: CFS022
Review history	V1.0 Release		
Advertising	Partners in recovery, mental health, community services, support worker, case work, social work/er, youth work/er		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.