



Position Description

Position Title:	Case Manager - SEWB
Position Classification:	Health Professionals and Community services (HPCS) Level 3 - 4
Direct Reports:	Nil
Reports To:	Mental Health and Social & Emotional Coordinator

PROGRAM / ROLE DESCRIPTION

Wurli Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary health care services to the Aboriginal people in Katherine and surrounding communities. Wurli prides itself on delivering a range of health and wellbeing services to the community in a style and manner that makes clients feel welcome and comfortable. The Wurli Social and Emotional Wellbeing (SEWB) team aims to achieve better outcomes in early intervention, treatment and management of mental health and for Aboriginal and Torres Strait Islander people through an integrated approach in a primary health care setting. The SEWB project is designed to deliver intervention service, prevention and promotion of social and emotionally healthy lifestyles.

The role is responsible for developing relationships with a range of community groups, agencies, and service providers, delivering information sessions, attending relevant community events, and undertaking stakeholder consultations and promoting referrals and pathways into services. The Case Manager is expected to perform a community engagement and capacity building role, and to manage specific projects. The Case Manager will assist the Mental Health & SEWB Coordinator by supporting engagement with vulnerable and disadvantaged groups, helping identify community needs, and assisting in the design and development of flexible service delivery to meet those needs. The Senior SEWB Case Manager is required to maintain documentation of work done, to provide written and oral updates on projects and initiatives in line with established timelines and assist in the effective evaluation of Community Services engagement activities.

The role of the Case Manager is to provide non-clinical, assertive outreach, follow-up care and practical support to individuals directly after a suicide attempt, improve response, treatment and provide early support for clients with suicidal behaviours, for individuals and engagement with families and support networks. It is expected that the Case Manager will work with SEWB/Mental Health Clinicians and Support Workers in the development, implementation and management of individual client case management plans as required. Equally important is the ability to work with

a broad range of stakeholders to develop and deliver education and activities for communities and identified groups, with the aim of providing information relating to suicide prevention.

KEY AREAS OF RESPONSIBILITY

Service Delivery

- Develop and maintain relationships with communities, network works, agencies, and service providers to inform them about Community Services programs. To assist in the development of protocols that foster cross-referral.
- Review local demographic and other relevant data on an ongoing basis to ensure emerging community needs are identified and responded to.
- Engage with culturally and linguistically Diverse (CLAD) and Indigenous communities to enhance understanding of services and improve accessibility.
- Participate in capacity building projects with other relevant local service providers and community-based agencies.
- Represent Community Services on relevant external committees and forums.
- Liaise with the Community Services Leadership Group on project goals and targets, including preparation of evaluation reports on projects.
- Participate in and contribute to team meetings
- Work in partnership with Community Services Programs, Community Engagement Workers, and support workers in achieving best outcomes and practices for group work, sporting events, and culturally appropriate activities.
- Identify at risk individuals and families and provide support and access to referral pathways.
- Maintain a Case Load of clients that need support and ensuring accurate case noting is maintained.
- Advocate and make appropriate referrals, with consent, for needed services and supports as identified in the clients service plan
- Work closely with referral sources to identify clients who require assertive follow up following serious suicide attempt
- Provide rapid response to individuals referred by providing initial intervention and assessment for referral into service while developing an initial Safety Plan
- Assist individuals with development and implementation of safety plans for suicide prevention and recovery
- Facilitate immediate connections to short-term supports, such as family, friends, current service providers

Program Development, Networking and Liaison

- Provide information to the Program Coordinator with respect to trends, needs and matters of relevance to the effective and appropriate delivery of services to clients
- Liaise with key stakeholders and develop collaborative working relationships with other health organisation / providers to meet program outcomes
- Provide advocacy and support for issues impacting Wurli clients as identified

Team Support

- Actively participate and contribute to team meetings
- Provides professional assistance and guidance to community services workers, and less experienced colleagues for both routine and complex cases
- Participate in committees and working groups to support the integration of mental health services into the suite of services provided by Wurli
- Actively participate and contribute to team meetings and other relevant events or organisational meetings as required

Administration and Reporting

- Ensure all documentation and records management and data entry into the health information system database is maintained and completed in accordance with established standards, policies, procedures and protocols
- Completion of safety plans with clients and caregivers

Workplace Health and Safety

- Ensure your personal health and safety, and that of others in the workplace
- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety
- Promote and deliver in accordance with Wurli’s risk management framework
- Report all accidents, incidents, near misses and hazards immediately

Corporate Identity

- Promotes and embodies Wurli’s vision and values
- Act as a role model for clients and other staff
- Maintain professional networks that allow for good service delivery and continuity of care for patients
- Act in accordance with Wurli’s Code of Conduct

POSITION REQUIREMENTS

Qualifications / Prerequisites:

- Certificate IV in Community Services or experience in mental health
- National Police Records Check and Working with Children’s Clearance
- Current Northern Territory Driver’s License

Acknowledgement

I have read and understand the requirements of the role; responsibilities and accountabilities as outlined within this Position Description.

Employee name: _____

Signature: _____

Date: _____