Team Leader (North), MATSICHS Social Health
Ongoing, full time

The Institute for Urban Indigenous Health Ltd was established by its founding members in 2009 to provide a coordinated/integrated approach to the planning, development and delivery of comprehensive primary health care services for Aboriginal and Torres Strait Islander populations within the South East Qld Region.

The MATSICHS Social Health team operates as an integrated unit of MATSICHS with a team of social workers, counsellors, psychologists and support workers to deliver culturally appropriate rehabilitation and support services in the areas of mental health, alcohol and other drugs, and social emotional wellbeing services for Aboriginal and Torres Strait Islander peoples.

Located at Caboolture and Morayfield, the position is responsible for leading teams in the delivery of culturally appropriate clinic based rehabilitation and support in the areas of substance misuse and mental health, to Aboriginal and Torres Strait Islander clients across the Moreton ATSICHS service area.

*Base salary will be negotiated with the successful application based on experience. Other benefits include salary sacrifice + 17.5% annual leave loading.*

**Key Duties include**
- Assist in the planning, development and implementation of social health support programs for clients and their families in areas of mental health, alcohol and other drugs, social emotional wellbeing using a variety of appropriate intervention models with a continuity of care and community based approach
- Monitor and contribute to the development of practices, outcomes, procedures and protocols within the social health service teams and across the region.
- Develop, maintain and monitor team work plans that outlines a program of activities in line with the IUIH/MATSICHS Strategic Plan and to consolidate performance outcomes for the team within the required reporting indicators.
- Provide culturally appropriate social and family support and advocacy work to facilitate case management and therapeutic goals

**Key Requirements include**
- A Bachelor qualifications in Psychology, Counselling, Occupational Therapy, Social Work, Care Coordination or other relevant qualification and or equivalent experience.
- Demonstrated experience to manage, motivate and lead integrated teams of counseling and MH/AOD staff. Including provision of effective case review and supervision across the social health multidisciplinary teams.
- Demonstrated practical experience or ability to develop capacity in working in clinical related rehabilitation and social support services to Aboriginal and Torres Strait Islander peoples in the area of social and emotional wellbeing, substance misuse and mental health

Enquiries regarding the position can be directed to Leshay Maidment, via email leshay.maidment@iuih.org.au

Applications (Resume and brief Covering Letter) must be submitted via Seek.

APPLICATIONS CLOSE – Wednesday 6th December 2017
<table>
<thead>
<tr>
<th><strong>Position Title</strong></th>
<th>Team Leader (North), MATSICHS Social Health</th>
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<tr>
<td><strong>Location</strong></td>
<td>Moreton ATSICHS northern area services (Caboolture, Morayfield, Deception Bay)</td>
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<td><strong>Reports to</strong></td>
<td>Manager, MATSICHS Social Health</td>
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| **Direct Reports** | Primary care clinic social health teams:  
  - Social Health Care Coordinators  
  - Counsellors  
  - Psychologists  
  - Support Workers  
  - Project Officers |
| **Date of Approval** | October 2017 |

**Our organisation**
The Institute for Urban Indigenous Health Ltd was established by its founding members in 2009 to provide a coordinated/integrated approach to the planning, development and delivery of comprehensive primary health care services for Aboriginal and Torres Strait Islander populations within the South East Qld Region.

The MATSICHS Social Health team operates as an integrated unit of MATSICHS with a team of social workers, counsellors, psychologists and support workers to deliver culturally appropriate rehabilitation and support services in the areas of mental health, alcohol and other drugs, and social emotional wellbeing services for Aboriginal and Torres Strait Islander peoples.

**Our mission and vision**

**Our Vision**
Healthy, strong and vibrant Aboriginal and Torres Strait Islander children, families and communities.

**Our Mission**
Family health and wellbeing through integrated health and social support services

**Our Values**
- Working together - strengthening and supporting each other to achieve our goals
- Focus on families - the wellbeing of Indigenous families of SEQ are at the centre of all our efforts.
- Strategic focus in every activity and relationship
- Integrity, conviction and quality in performance of every task and in every process
- A commitment to excellence in all that we do
- Building capacity of our staff and member services
- Accountability to stakeholders and communities for meeting commitments
Your role

The position is responsible for leading the delivery of culturally appropriate clinic based rehabilitation and support in the areas of substance misuse and mental health, to Aboriginal and Torres Strait Islander clients across the Moreton ATSICHS service area.

The role will provide leadership and support in the delivery of a clinic and community based treatment program that facilitates rehabilitation, through a case management framework that focusses on counselling, life skills, education and harm minimisation techniques; and effective post-rehabilitation care that provides ongoing treatment and follow-up to reduce the frequent occurrence of relapse.

The position will also manage a small case load of clients with complex and varying needs and identified issues (subject to capacity).

GENERAL RESPONSIBILITIES

The roles and responsibilities of this position include, but are not limited to:

Planning

- Assist in the planning, development and implementation of social health support programs for clients and their families in areas of mental health, alcohol and other drugs, social emotional wellbeing using a variety of appropriate intervention models with a continuity of care and community based approach
- Monitor and contribute to the development of practices, outcomes, procedures and protocols within the social health service teams and across the region.
- Develop, maintain and monitor team work plans that outlines a program of activities in line with the IUIH/MATSICHS Strategic Plan and to consolidate performance outcomes for the team within the required reporting indicators.
- Provide culturally appropriate social and family support and advocacy work to facilitate case management and therapeutic goals
- Provider regular and systematic reports to the Social Health Manager for internal and external report and monitoring purposes.
- Develop networks and build community support for promotion and participation in services.
- Work collaboratively with service providers, especially Brisbane ATSICHS (Northgate) in the delivery of social health services.

Service Delivery

- Work collaboratively as a member of a multidisciplinary team to provide integration and coordination between different programs, to facilitate the delivery of an efficient and responsive drug and alcohol mental health service to clients
- Coordinate the delivery of social and psychological support for clients identified with mental health and drug and alcohol problems in accordance with drug and alcohol case management plans and/or team care arrangements where applicable.
- Provide culturally appropriate assessment, counseling, and referral for clients identified with drug and/or alcohol problems, including those referred by other services.
- Lead the provision and review of effective quality Case Management practices, including:
  - Case conferencing with all relevant parties
Client assessment, support and referral
 o Attention to underlying issues
 o Development of appropriate support networks
 o Attention to post rehabilitation needs

- Establish and maintain referral network
- Develop internal referral/case management protocols across IUH functions to ensure seamless service delivery
- Provide culturally appropriate SEWB clinical services for clients identified with drug and/or alcohol problems in accordance with a GP Mental Health Plan/Chronic Care Plans, and/or team care arrangements as applicable. This may include psychosocial assessments, interventions and acute case management in accordance with statutory requirements, prescribed professional and ethical standards to ensure client focused outcomes.
- Manage a direct minimal case load of clients with complex needs, applying independent high level clinical decision making skills integrating evidence based practice to contribute to multidisciplinary complex case management to achieve best practice outcomes with infrequent need for direct clinical practice supervision.
- Advocate on behalf of clients
- May be required to conduct home visits or community visits through the Member Service region

Operational Management
- Adhere to expenditure and budget requirements in line with IUH policies and procedures
- Develop and maintain case management plans
- Maximise Medicare billings/claims through effective and timely clinic and patient records processes
- Ensure maintenance and confidentiality of patient health records
- Maintain accurate client records including the collection and collation of statistical information in order to forecast demand for services and allocation of budgets
- Continuous review of Substance Misuse and Mental Health support programs and processes
- Provider regular reports to organisation line management as required
- Provide evaluations and reports on CCHS capacity and risks as required.

Self-management & Team Contribution
- Maintain confidentiality in line with Code of Conduct, and comply with all Corporate Policies and Procedures.
- Participate in, and for your staff, lead the performance review process, commit to own self development, and maintain professional competencies
- Manage induction and other training for MH/ATODS team members, as required
- Contribute to, and in some cases, lead process improvement.
- Provide clinical supervision to all direct reports and others involved in service delivery, as required
- Act as a resource to support, mentor and develop other members of the team.
- Promote and ensure a safe and healthy work environment.
- Work within a legal and ethical framework.

Develop and Maintain Linkages
- Work to foster productive relationships with all Clinic, Program and
Support staff.
- Build and maintain relationships with local service providers that provide services that are appropriate to client needs.
- Streamline procedures for seamless client care within the AMS and with external providers.
- Liaise and network with Queensland Health Mental Health Services, Queensland Health ATODS Services and other service providers within the region.

### SELECTION CRITERIA

#### KEY REQUIREMENTS

- Demonstrated experience to manage, motivate and lead integrated teams of counseling and MH/AOD staff. Including provision of effective case review and supervision across the social health multidisciplinary teams.
- Ability to work effectively within an Aboriginal Community Controlled Health services with awareness of the issues facing these organizations.
- Ability to communicate sensitivity and effectively with Aboriginal and Torres Strait Islander people
- Knowledge of the mental health, drug and alcohol service systems and the range of treatment options available
- Demonstrated understanding of theoretical frameworks and relevant experience in mental health and substance misuse
- Demonstrated ability to work as part of an inter-professional team including knowledge and understanding of the roles and contributions of other professionals
- Demonstrated Project Management skills
- Demonstrate communication skills within a team environment
- Demonstrated effective verbal and written skills with particular emphasis on interpersonal communication skills, confidentiality and record keeping

#### QUALIFICATIONS AND EXPERIENCE

- A Bachelor qualifications in Psychology, Counselling, Occupational Therapy, Social Work, Care Coordination or other relevant qualification and or equivalent experience.
- Demonstrated practical experience or ability to develop capacity in working in clinical related rehabilitation and social support services to Aboriginal and Torres Strait Islander peoples in the area of social and emotional wellbeing, substance misuse and mental health

- Extensive practice in the provision of community and client centred focused rehabilitation and support services to Aboriginal and Torres Strait Islander peoples or other high needs population groups in the area of substance misuse and associated mental health conditions

#### PRACTICAL REQUIREMENTS

- Travel across South East Queensland will be required
- Current C Class Drivers Licence (Qld) – essential
- In the event that professional registration does not provide coverage, a Current Blue Card (working with children and young people) and a satisfactory Police Check – no Serious/Criminal/Court Record – is required.