

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Next Step Coach		
<b>POSITION OVERVIEW</b>	The Next Step Coach will provide evidence based psychological interventions to people with mild to moderate depression and/or anxiety. Coaches will also link consumers to other services including social inclusion services or step up services as needed.		
<b>CLASSIFICATION</b>	WCS Level 6	<b>SERVICE LINE   AREA</b>	Mental Health & Housing; MH Recovery & NDIS Services
<b>EMPLOYMENT TYPE</b>	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME		<b>HOURS PER WEEK</b> 38
<b>LOCATION</b>	The Smith Family, Corner of Launceston and Easty Streets, Woden, 2606		
<b>IMMEDIATE MANAGER</b>	Manager, MH Recovery & NDIS Services		
<b>INDUSTRIAL AGREEMENT</b>	Community Sector Multiple Enterprise Agreement 2014-2018 (ACT)		

### REPORTING RELATIONSHIPS

<b>NO OF DIRECT REPORTS</b>	Nil	<b>NO OF INDIRECT REPORTS</b>	Nil
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### KEY RELATIONSHIPS

<b>INTERNAL</b>	Mental Health and Housing teams; Onelink
<b>EXTERNAL</b>	Capital Health Network; CatholicCare; DoH; ACT Health Directorate including Mental Health Services, Justice Health and Drug and Alcohol Services.

### KEY ACCOUNTABILITIES

The Next Step Coach will:

- Provide Next Step low intensity, evidence based services to consumers within the policies, procedures, protocols and guidelines determined by the program model.
- Ensure all data collection and clinical notes are accurate, meet clinical guidelines and are up to date.
- Participate in program training, supervision and ongoing professional development as required.
- Maintain an agreed full time consumer load in order to minimise waiting times and ensure service delivery remains accessible and convenient.
- Work closely with other members of the team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach.
- In consultation with the WCS Mental Health Recovery Manager meet Key Performance Indicators and prepare an annual work plan which will be utilised to direct and monitor performance.
- The Next Step Coach will need to adhere to program guidelines to resolve consumer issues. When a consumer is not eligible for the program or has additional needs, the Next Step Coach will need to think creatively and laterally to resolve these issues.

## EXPERIENCE & QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>Demonstrated ability to build supportive and respectful relationships with people experiencing distress with mild to moderate mental illness.</li> <li>Demonstrated effective communication skills, knowledge and experience in providing direct and personalised assistance to people experiencing distress with mild to moderate depression and/or anxiety</li> <li>Experience in delivering information about and referral to for example GPs, mental health services, community based services and other social prescribing.</li> <li>Knowledge and awareness of the particular issues involved in service provision to vulnerable groups and people with mental health conditions</li> <li>Competence with technology to deliver the Next Step model to the consumer and to ensure reporting requirements and the model is adhered to.</li> <li>Demonstrated ability to work effectively and collaboratively in a multi-disciplinary team and a willingness to participate in reflective practice.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>A relevant tertiary qualification in psychology, social science or services will be preferred.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Current Working with Vulnerable People card.</li> <li>Demonstrate commitment to the Purpose and Values of Woden Community Service.</li> <li>A current Senior First Aid Certificate and drivers licence.</li> </ul>

<b>Document History</b>	Original: 12.1.17	Revised: 23.1.17	Version:
<b>Employee's name</b>		<b>Signature</b>	
<b>Manager's name</b>		<b>Signature</b>	
		<b>DATE</b>	
		<b>DATE</b>	

See next page for [Capability Framework](#) details

<b>CAPABILITY FRAMEWORK</b>	
<b>CORE REQUIREMENTS</b>	<b>BEHAVIOURAL INDICIATORS</b>
<b>Sector and organisation purpose and values</b>	In-depth understanding of the philosophy of human rights based approaches in the community sector. Broad knowledge of the sector and the individual and community context. In-depth understanding of the vision, mission, values of the organisation and the supports and services offered. Aligns with approaches and with organisation values. Working knowledge of the strategic direction under which the organisation operates, organisation functions and infrastructure.
<b>Leadership &amp; Teamwork</b>	May lead a team, monitoring and coaching to achieve required outcomes/performance. Effective team member; provides support to higher level roles. Shares knowledge and information and contributes to professional team meetings. Schedules own work and contributes to work planning. Monitors the progress of work and, under guidance, will estimate, cost and schedule work.
<b>Communication</b>	Has a flexible and adaptable communication technique that engenders positive engaging relationships and meets required outcomes. Uses influencing skills. Uses a broad network of contacts to resolve work issues. Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.
<b>Customer Relationships</b>	Uses thorough and advanced professional competence to support Service Users with problem solving and decision making about their needs and expectations. Understands scope of service offerings and can negotiate within boundaries. Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements. Interacts with stakeholders. Uses understanding of relationships and needs to recommend changes to approach.
<b>Personal Accountability</b>	A detailed understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role. In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to the organisation work environment. Promotes the need to appropriately use financial and other resources. Markets and promotes organisation service offerings and organisation brand.
<b>Innovation</b>	Exercises initiative and judgement, under guidance, to creatively improve service or product offerings. Is adaptable and resourceful. Understands organisation processes and quality principles, and applies improvement methods. Identifies and mitigates risks. Resolves standard problems in designated area.
<b>Experience &amp; Qualification</b>	A relevant tertiary qualification and/or equivalent. Fully proficient professional. Undertakes regular professional development.

<b>FUNCTIONAL REQUIREMENTS</b>	<b>BEHAVIOURS INDICATORS</b>
<b>Person centered knowledge and application</b>	Identifies and acts on opportunities for improvement of policies and practices to reflect and enhance person centred approaches. Using thorough and advanced knowledge and understanding of the principles of person centred approaches, develops and implements support, training and service offerings for an individual based on their choices, goals and aspirations. Initiates more complex person centred

	tools and processes. May undertake planning and make recommendations regarding process improvements.
<b>Participation &amp; inclusion</b>	Based on a Service User's goals and aspirations, arranges very complex participation and inclusion support and services, in close cooperation with other service professionals. Establishes and utilises relationships to achieve access and integration, and addresses barriers to participation. Develops and implements complex life learning support, services and training based on individual goals and choices. Maintains regular communication with families, carers and service providers. Supports individuals with problem solving and decision making and assessing progress.
<b>Community Engagement</b>	Under guidance, implements local community engagement activities and plans and utilises local networks. Represents the organisation appropriately. Participates in community needs analyses. Develops recommendations to build community engagement and capacity. Participates in and assists in developing wider networks with other agencies, volunteer groups and community organisations.
<b>Reporting, Documentation and administration</b>	Undertakes reporting, documentation and administrative responsibilities efficiently. Maintains case notes, plans and required documentation. Prepares reports and written assessments report. Checks for inconsistencies in data. Identifies and reports variances from expected practices, takes corrective action.
<b>Service Delivery</b>	Delivers services using an in depth knowledge of several support areas. Has an explicit knowledge of a number of direct assessment, therapy and intervention techniques and/or service coordination areas. Has an understanding of health and wellbeing issues; collaborates with other disciplines. Draws on a number of methodologies and techniques. Deals with standard professional issues with relevant stakeholders. Handles more complex matters. Manages standard referral issues. Models reflective practice. Participates in and leads professional team meetings as necessary. Participates in and supports the professional practice supervision process.
<b>Service outcomes, development and evaluation</b>	Undertakes straightforward assessments of the individual outcomes gained and the effectiveness of service offerings. Uses measurement techniques to determine progress with goals in a Service User's plan. Utilises specific tools and makes adjustments to support provided. Undertakes the planning, development and evaluation of straightforward service offerings. Works under general professional direction in relation to service development, review and evaluation projects involving standard methods and requirements. Able to provide support to higher level service managers and project staff.