



New Access Coach

Status:	Permanent Part-time
Hours:	45 hours/fortnight
Award:	Level 3.1 + 9.5% Super + Salary Sacrifice Option
Reports to:	NewAccess Project Manager
Contract period:	12 months
Probation period:	Three (3) months

POSITION OBJECTIVE

Belong operates the Acacia Ridge & Community Centre and The Social Space, vibrant and busy community centres with strong connections to the diverse local communities. Belong, formerly ARCSI, has been operating since 1989, offering a values-based, family-friendly place of employment.

The NewAccess Coach will provide cognitive behavioural therapy (CBT) interventions to culturally and linguistically diverse people with mild to moderate depression and/or anxiety. The NewAccess Coach will also link consumers to appropriate community networks and refer to other support services (training, financial or housing assistance, or more intensive therapy services).

KEY RESPONSIBILITIES

Clinical

- Accept and progress referrals in accordance with agreed program protocols
- Conduct client-centred assessments to identify the person's priorities and to make an accurate assessment of the person's risk to self and others
- Provide the consumer with a range of information and support for evidence-based low intensity psychological interventions
- Educate and involve family members and others in the Program as appropriate
- Adhere to an agreed activity contract relating to the overall number of client contacts offered and sessions carried out per week in order to minimise waiting times and ensure the service remains accessible and convenient
- Operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity

Coordination

- Attend meetings relating to referrals of the person's progress, where appropriate
- Work closely with other mental health providers to ensure step-up and step-down arrangements are available to all persons, as appropriate
- Develop and maintain partnerships with external service providers so that wrap around services are delivered to the consumers
- Work within and share equal responsibility within the team to ensure persons' needs are being met
- Work with the mental health community sector, general community sector, CaLD community leaders, clinical and primary health care sector including GPs and other mental health providers to promote the program initially and on an ongoing basis
- Provide outreach where appropriate in designated partner organisations

Information Management

- Maintain persons confidentiality
- Ensure all data entry requirements are met (including statistics and client records)

Organisational

- Work within the policies, procedures, philosophies and values of Belong to achieve the aims and objectives of ARCSI's strategic plan
- Complete and remain up to date with NewAccess Coach training
- Actively prepare for and participate in scheduled supervision sessions, and respond to and implement supervisor suggestions into clinical practice
- Maintain up to date knowledge of current service provision and best practice within the areas of primary health care, community sector development, mental health services and research relevant to the target group

KEY BEHAVIOURAL COMPETENCIES

Compassion & Care

- Places the well-being of the person at the centre of daily activities
- Is considerate of the personal and professional well-being of other members of the team

Fairness & Integrity

- Holds self and others accountable for making principled decisions; addresses unethical behaviours head-on
- Takes responsibilities seriously and consistently meets or exceeds the activity and quality targets set by the Program Manager

Learning & Innovation

- Proactively identifies learning needs and seeks opportunities to address them
- Seeks opportunities to identify program improvements and better ways of doing things

Openness & Transparency

- Engages in open and honest communication within the team and actively avoids gossip
- Identifies all key internal and external stakeholders and maintains appropriate levels of communication with each

Enthusiasm & Optimism

- Demonstrates a positive approach to embracing opportunities and challenges
- Participates in creating a team atmosphere of confidence and positivity

SELECTION CRITERIA

Essential:

1. Ability to work collaboratively, cooperatively and effectively as part of the Belong team
2. Demonstrated ability to solve complex problems
3. Demonstrated computer skills and ability to learn new data systems quickly
4. Proven communication and engagement skills
5. Studies in Mental Health, Health or related area
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7. Demonstrated experience working with consumers from culturally and linguistically diverse backgrounds
8. Demonstrated understanding of mental health conditions and the mental health sector
9. Demonstrated ability to rapidly learn new skills
10. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity and continuous improvement principles
11. Current driver's licence and vehicle

Desirable

1. Demonstrated experience using Translating and Interpreting Services

APPOINTMENT SUBJECT TO:

- Possession of a valid open driver licence
- Possession of, or willingness and eligibility to obtain, a Working with Children Blue Card
- Possession of, or willingness and eligibility to obtain, a Police Clearance Check

PERFORMANCE INDICATORS (KPIs)

To be established with the Program Manager – NewAccess within the 3 month probationary period