

Position Description

Position Title:	Practice Support Advisor
Classification:	Stream D - Direct Service Delivery, Band 2

Purpose of the Role

The Commonwealth Psychosocial Support Program provides non-clinical, community-based supports for people with complex and persistent mental illness. The Practice Support Advisor – Commonwealth Psychosocial Support (CPS), will provide mentorship, reflective practice, practical advice and support to staff working in the CPS program. The role will enable CPS program staff to provide safe, best practice approaches in delivering services to clients with complex mental illness, within the scope of this non-clinical program. A focus of this role will be the provision of individual support and development of the practical aspects of the service delivered by Psychosocial Recovery Coaches. The role will also support the management of intake and allocation processes for new participant referrals to the program. As part of the CPS team, this role will support the Team Lead CPS and Program Manager in identifying and addressing risks associated with service delivery practices, training needs of program staff, and contribute to the ongoing development of the program.

Key Relationships

The Practice Support Advisor will work alongside the Team Lead, Program Manager, and Group Manager Mental Health, the Marathon Health Clinical Governance Unit (CGU), Practice Leads, and other relevant stakeholders, to ensure sound delivery of the program, identification and management of risk, and with the design and implementation of continuous improvement initiatives within the program.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

General

- Facilitation of regular supervision, mentorship and reflective practice with employees of the CPS program
- Support staff in ensuring measures being implemented with individual clients are aligned with the recovery model; are within scope of the program model, follow the program guidelines and are centred around the client's recovery goals
- Support staff with ad hoc enquiries relating to service delivery and best practice approaches
- Attend weekly intake and allocation meetings to support in the management of risk for incoming referrals to the program, and advise on appropriate allocation and considerations for new participants of the program
- Provide training and support for service delivery staff to ensure quality and accuracy of documentation of service delivery activities in the relevant client record system (e.g. Mastercare) consistent with the Marathon Health Documentation policy
- Engage in assessment of team developmental needs and make recommendations around operational needs of staff, and training opportunities to upskill the program
- Monitoring, reporting on, and supporting staff to manage participants who may carry clinical risk
- Be a collaborative voice in ongoing program development and continuous improvement

Professional Responsibilities and Development

- Engage in professional development activities to keep abreast of contemporary knowledge and skills as relevant to psychosocial support and the Recovery focussed practice
- Assist the program management team in ensuring compliance with clinical governance and risk management policies within Marathon Health
- Participate in Marathon Health team meetings, planning activities and organisation-wide quality assurance activities, taking a lead role as required

Governance

- Provide regular reports to the Team Lead, Program Manager and Group Manager Mental Health on staff support needs, clinical risk, and development opportunities
- Engage in internal and external audits of service delivery as directed
- Assist with continuous quality improvement activities within the Marathon Health quality assurance frameworks

Workplace Health & Safety (WHS)

- Will be expected to make decisions including managing risk situations in accordance with the Marathon Health risk management framework
- Assist to ensure a safe workspace and safe working practices by attending orientation and refresher training in relation to WHS policies and procedures, assist with regular safety audits; ensure all incidents/accidents are recorded in line with policies
- Comply with all legal, professional, financial, and employment obligations and comply with Marathon Health policies and procedure

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust

Collaboration & Innovation

Achievement & Excellence

Respect & Empowerment

Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Hold tertiary qualifications in nursing, occupational therapy, social work, case management, psychology or other Mental Health related field OR have substantial clinical experience in the mental health sector
- Ability to demonstrate and share an in-depth knowledge of recovery focused practice, with a clear understanding and/or knowledge of the concept and impact of mental health issues in the community
- Strong ability or interest in supporting non-clinical staff to safely deliver recovery focused support services to clients with complex mental illness, including intake and screening activities and client centred psychosocial coaching services
- Demonstrated capacity for self-reflective practice and the willingness to undertake own supervision and professional development
- Possess excellent interpersonal and communication skills and an ability to impart knowledge in a learning environment
- High level of computer literacy, including demonstrated experience with report writing and electronic client information management systems.

Desirable

- Current full registration with the Australian Health Practitioner Regulation Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW)
- Understanding of the Australian health care system, key issues in primary health care, the mental health service system, including the range of professionals that work within, or come into contact with, the mental health sector and community sector
- Strong knowledge of local services within the health and mental health sectors.