

## Position description

<b>Position</b>	My Mental Health Service Navigation Officer		
<b>Purpose</b>	Assist people to connect to the mental health services they need, by assessing individual need, referring to appropriate services and assisting with service navigation, within a stepped care approach.		
<b>Approval date</b>	18 May 2021	<b>Approved by</b>	Emma Gunn

### Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council and parts of Somerset Regional Council. It covers approximately 4,100 km<sup>2</sup> of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- be informed and led by community voice
- re-orient the health system toward care close to home
- build capacity of providers to meet health needs of our region.

### Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed twice a year formally and on an ongoing basis informally with team members and managers.

#### Role-specific

- service navigation – maintain a working knowledge of current local service providers and support agencies in order to provide appropriate information and/or facilitate contact with more relevant services or agencies
- act as the first point of contact and provide excellent customer service for all mental health referral enquiries, responding to phone, web-based and/ or email requests from a range of stakeholders including clients and carers, service providers and health professionals

[www.brisbanenorthphn.org.au](http://www.brisbanenorthphn.org.au)

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- undertake assessment of need, using a range of evidence based tools and processes to ensure referrals are progressed as per agreed processes and timeframes
- assist service providers with knowledge on service availability as required
- provide support coordination via the telephone to a small caseload of participants while connecting them to external services
- perform high quality data entry into the internal assessment management system
- assist the program manager and Service Navigation Coordinator with developing and implementing relevant policies and procedures
- represent the organisation on relevant committees, advisory groups, and events as they relate to the role and organisational objectives
- provide crisis support/ intervention in the event of a call or referral regarding a person at risk
- assist with technical support and additional administrative duties
- work alongside team to complete tasks in a shared workload capacity.

### **General**

- regularly attend team and staff meetings
- contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- communicate effectively and respectfully with all members of the organisation and external stakeholders
- record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- comply with reporting requirements as directed by your manager
- deal with sensitive information in a confidential and professional manner
- complete other reasonable duties and projects as required to meet organisational objectives

## **Reporting relationships**

### **Relationships**

Reports to: Manager | Mental Health Reform

Direct reports: None

### **Level of delegation**

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

## **Key selection criteria**

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

### **Qualifications and experience**

- a Bachelor level or higher degree (or equivalent experience) in health services, social sciences or other related discipline
- significant experience in a human services environment, particularly experience in understanding service delivery and how it can best deliver for participants with complex needs

- extensive practical experience in working with people with severe and persistent mental illness with complex needs
- experience problem solving and decision making in order to prioritise and coordinate support for clients with complex needs
- minimum of intermediate skills in Microsoft Word, Outlook, Excel, SharePoint and PowerPoint
- professional phone manner and exemplary customer service skills.

### **Capabilities**

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

### **Other**

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between the PHN offices. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)