

Position description

Position	Service Navigation Officer Mental Health Reform		
Purpose	Brisbane North PHN delivers the national Head to Health Phone Service in the Brisbane north region. The service delivers a range of activities to support people to access the most appropriate mental health service to meet their needs, within a stepped care approach.		
Approval date	2 December 2022	Approved by	Paul Martin

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 km² 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.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

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 once a year formally and on an ongoing basis informally with team members and managers.

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Role-specific

- act as the first point of contact and provide excellent customer service for all mental health and referral system support enquiries; responding to phone, web-based and or/email request from a range of stakeholders including consumers, carers, families, health professionals and service providers
- complete referrals and undertake an assessment of need under the clinical practice supervision or professional guidance of senior team members, using a range of evidence-based tools and processes to ensure referrals are progressed per agreed processes and timeframes
- service navigation – develop and maintain a working knowledge of local service providers and support agencies to provide appropriate information to assist consumers, service providers and other stakeholders with navigating the mental health system.
- assist service providers, consumers and other stakeholders 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
- provide crisis support/ intervention in the event of a call or referral regarding a person at risk
- work alongside Service Navigation team members to complete tasks in a shared workload capacity
- perform high-quality data entry into the internal assessment management system
- with guidance from the Service Navigation Team Leader, support the development and management of resources and materials which support the delivery of service navigation activities for relevant audiences and channels
- represent the organisation at events, on relevant committees and/or advisory groups, as they relate to the role and organisational objectives.

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: Service Navigation Team Leader | 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

- relevant tertiary qualifications and or/experience in the community services sector
- experience supporting people with mental health concerns and the use of mental health assessment tools
- working knowledge of referral pathways and service provider eligibility criteria in the Brisbane North region
- professional phone manner and exemplary customer service skills
- working knowledge of social media and digital technology
- experience with client management systems, record management and data collection
- minimum of intermediate skills in Microsoft Word, Outlook, Excel, SharePoint, and PowerPoint
- valid Queensland's Working with Children Check (Blue Card) or ability to obtain one upon commencement of employment

Desirable (non-essential)

- a lived experience of mental illness and/or suicide and/or caring with someone with a mental illness

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.

Based upon future service demand, you may be required to work flexible hours. This may include evening/weekend shifts for which penalty rates would apply.

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