

**Position Description for RESP-ECCT Program Co-ordinator**  
**Mental Health Respite Development Program**

*RESP-ECCT: Respite for Emerging Communities in Cultural Transition*

*June 2010*

<b>Job Title</b>	Program Co-ordinator
<b>Level</b>	Level 6
<b>Award</b>	SACS
<b>Hours</b>	38 hours/week
<b>Duration</b>	1 Year fixed term contract
<b>Location</b>	Brisbane
<b>Team</b>	Family & Communities Team
<b>Cost Centre</b>	Dept of Families, Housing and Community Services & Indigenous Affairs
<b>Reporting to</b>	Direct Services Manager
<b>Probation</b>	3 months
<b>Main Purpose of Position</b>	<p>To implement and coordinate a new program that: (1) delivers client focussed mental health respite services; and (2) builds sector capacity to work with clients of culturally and linguistically diverse backgrounds.</p> <p>RESP-ECCT is a mental health respite sector development program that will run from 1 July 2009 to 30 June 2011.</p>
<b>Key Effectiveness Areas</b>	<ol style="list-style-type: none"> <li>1. Develop and co-ordinate the RESP-ECCT Mental Health Respite Program within the agency and across the Consortia</li> <li>2. Improve mental health respite outcomes for carers and people with a mental illness of CALD background</li> <li>3. Build the capacity of the community and service environments to provide early intervention and respite supports to CALD families</li> <li>4. Coordination and participation in Program and agency quality improvement processes</li> </ol>
<b>Number of Direct Reports</b>	Nil
<b>Key Relationships</b>	<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>• Direct Services Manager</li> <li>• Family &amp; Community Services team</li> <li>RESP-ECCT Program staff including:             <ol style="list-style-type: none"> <li>1. Counsellor/advocate</li> <li>2. Bicultural Mental health workers</li> </ol> </li> <li>• RESP-ECCT Consortia partners and steering committee members</li> </ul> <p><u>External</u></p> <ul style="list-style-type: none"> <li>• Target CALD communities</li> <li>• Mental Health Services</li> <li>• Consumer Groups</li> <li>• Multicultural Organisations</li> </ul>

<p><b>Key Selection Criteria</b></p>	<p><u>Essential</u></p> <ol style="list-style-type: none"> <li>1. Tertiary qualification in relevant discipline eg: social work, psychology or related discipline.</li> <li>2. Demonstrated experience in developing, implementing and evaluating participatory direct service programs for individuals and families from CALD backgrounds.</li> <li>3. High level communication skills and interpersonal skills including; co-ordination skills, written and oral skills, consultation, negotiation, advocacy, presentation and liaison/networking.</li> <li>4. Ability to understand, analyse and advocate on behalf of client groups within various sectors.</li> <li>5. Knowledge of issues facing carers in supporting family members or friends with a mental illness</li> <li>6. Current Queensland Drivers Licence</li> <li>7. Current Queensland Suitability for Working With Children Card (Blue Card) or eligibility to immediately apply for one</li> <li>8. Commitment to the values of QPASTT (see below)</li> </ol> <p><u>Desirable</u></p> <ol style="list-style-type: none"> <li>1. Demonstrated experience in undertaking psychosocial assessments and counselling interventions</li> <li>2. Experience in delivering mental health or respite services for clients of CALD background</li> </ol>
<p><b>Key Responsibilities</b></p>	
<p>(1) deliver client focussed mental health respite services; and</p> <p>(2) build sector capacity to work with clients of culturally and linguistically diverse backgrounds.</p>	<ul style="list-style-type: none"> <li>• Develop and co-ordinate the RESP-ECCT Mental Health Respite Program across a Consortia including QPASTT, Communitify, Multicultural Development Association and Bayside Community Options.</li> <li>• Develop and coordinate appropriate service and capacity building structures and procedures that comply with FaHCSIA requirements and QPASTT quality standards to ensure high quality services and support are delivered</li> <li>• Coordinate intake, assessment, case planning and case management for the Program including referral partnerships with key respite and community services</li> <li>• Provide training, induction, guidance and line supervision for staff employed under this Program</li> <li>• Coordinate team work to build the capacity of CALD communities to improve mental health respite support systems</li> <li>• Ensure income and expenditure are within projected budget</li> </ul>
<p><b>Form Relationships with Key Stakeholders</b></p>	<ul style="list-style-type: none"> <li>• Develop and maintain consortia partnership and key stakeholder relationships: <ul style="list-style-type: none"> <li><i>Consortia members-</i> Communitify, Multicultural Development Association, Bayside Community Options, Griffith University.</li> <li><i>Steering Committee-</i> Transcultural Mental Health Queensland, Suncare, FSG, Multilink, Harmony Place and LaTrobe University.</li> </ul> </li> <li>• Coordinate these partnerships through MOUs, consortia meetings as well as Program procedures.</li> <li>• Develop partnerships with communities and relevant agencies to implement a co-ordinated and effective program.</li> <li>• Participate in various networking meetings and key sector</li> </ul>

	development activities
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Develop and deliver training to mainstream services concerning respite service delivery for people of CALD background</li> </ul>
<b>Participate in agency quality improvement processes.</b>	<ul style="list-style-type: none"> <li>• Coordinate the Program Evaluation in partnership with Griffith University and participate in Program and agency quality improvement processes</li> </ul>

Values	Key Behaviours
<b>Survivors of torture and trauma come first</b>	<p style="text-align: center;"><b>Client focused Orientation</b></p> <ul style="list-style-type: none"> <li>• Provide a high standard of service and support to our clients and their families that is culturally relevant</li> <li>• Use appropriate communication to accurately determine the needs of our clients</li> <li>• Maintain positive and professional relationships</li> <li>• Ask clients to actively participate in all aspects of service delivery</li> <li>• Respect the human rights of the client, their family and the community</li> </ul>
<b>We value our people and encourage teamwork through mutual respect and trust</b>	<p style="text-align: center;"><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Contribute opinions, encourage others to contribute their opinions and build on them</li> <li>• Involve others to achieve outcomes</li> <li>• Engage in collaborative practice with colleagues</li> <li>• Work to achieve common goals</li> <li>• Accept responsibility for achieving shared goals</li> </ul> <p style="text-align: center;"><b>Establish mutual respect and trust</b></p> <ul style="list-style-type: none"> <li>• Communicate genuinely around topics of mutual interest</li> <li>• Build trust through managing and delivering on expectations</li> <li>• Communicate to others that they are valued &amp; important</li> <li>• Seek to build rapport with people</li> </ul>
<b>We insist on openness and accountability</b>	<p style="text-align: center;"><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Exchange ideas by using suitable language</li> <li>• Demonstrate a clear, concise, open manner appropriate for the audience</li> <li>• Listen when others are communicating</li> <li>• Demonstrate approachable and open body language</li> </ul> <p style="text-align: center;"><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Provide regular information to the community and other stakeholders outlining our work</li> <li>• Ensure that our service can be accessed by all survivors and that equitable service is received</li> <li>• We will consult regularly with survivors, their families and the community about what needs changing in our service</li> </ul>
<b>We adhere to the strongest ethical standards in both practice and research</b>	<p style="text-align: center;"><b>Ethics</b></p> <ul style="list-style-type: none"> <li>• Adopt an ethics based approach to all aspects of our work</li> <li>• Ensure the highest standards are achieved in relation to privacy of information and confidentiality</li> <li>• Respect the right of client to disclose whatever level of information they feel comfortable with and how the information is to be used</li> </ul>
<b>Our work is supported by reflective practice and innovation to achieve quality client outcomes</b>	<p style="text-align: center;"><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>• Focus on delivery of appropriate outcomes for clients</li> </ul> <p style="text-align: center;"><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• Embrace and contribute to new approaches dealing with work and service delivery problems or innovations</li> </ul> <p style="text-align: center;"><b>Reflective Practice</b></p> <ul style="list-style-type: none"> <li>• We regularly review our practice and make changes with a view to providing a quality service.</li> </ul>

