



Position Description

Intake and Operations Coordinator

Homes for Heroes
July 2020

Agreement

Signed – Program Manager, Homes for
Heroes

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Intake and Operations Coordinator

Homes for Heroes

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unflinching integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Homes for Heroes

Homes for Heroes provides care and support to veterans who are experiencing homelessness or at risk of homelessness and who are ready for change.

A partnership between RSL LifeCare and Wesley Mission, Homes for Heroes is an Ex-Services Organisation that aims to address homelessness issues for vulnerable veterans. We provide support to male and female veterans who are experiencing homelessness or at risk of homelessness, and through a range of services we assist them to live sustainable, fulfilling and independent lives in their chosen community. This can be via transitional accommodation at one of two sites in Sydney or wrap around in-community transitional support.

The program supports veterans within the following environments

- On site shared transitional accommodation
- In Community Outreach
- In Community post transitional accommodation stay.

3 Overview of team

Members of the Homes for Heroes team provide coordinated wrap around case management / support planning that combines expert veteran psychosocial rehab knowledge, with other community based clinical services in tandem with social interventions and supporting activities of daily living to build personal skills to live sustainably in community.



They work collaboratively across the team with veterans in the program to meet their recovery and transitional goals. They work with other relevant stakeholders in the veteran's life, to ensure the best possible outcomes for the veteran. Team members support the veteran as they transition from Homes for Heroes to their chosen community.

4 Overview of role

The Intake and Operations Coordinator is an appropriately qualified, skilled and experienced allied health professional, who understands the person-centred recovery model within the context of the NSW Mental Health system, has an understanding of issues faced by ex-serving members of the Australian Defence Forces (Veterans) and has knowledge of the NSW housing and homelessness services.

They will supervise a team of a Community Transitions Worker and Veterans Support Case Managers in using a recovery oriented, trauma informed and person centred approach to actively engage with veterans and their networks in order to facilitate the veterans wellbeing and secure stable housing in a community of their choice through the development of individualised and collaboratively developed support plans.

The Operations coordinator will work collaboratively with the team to develop and deliver living skill development activities designed to foster strong and healthy peer relationships and sense of community amongst transitional accommodation residents.

The Intake and Operations Coordinator will work skilfully within the Homes for Heroes team setting to:

- Receive and assess intake referrals and queries in a timely manner and allocate support resources to veteran.
- Ensure that the veteran support team works within the program guidelines to achieve the aims and objectives of the initiative.
- Manage the day to day operations of the veteran support program including staff supervision, personal / professional development, support and performance management.
- Demonstrate a commitment to best practice of recovery and veteran supports in all dealings with veterans, carers and stakeholders.
- Provide initial risk-assessments, need assessment and develop initial support plan in conjunction with the Veteran Support Case Managers
- Develop and maintain relationships with internal and external stakeholders to ensure service pathways and appropriate support systems contribute to effective service delivery to the veteran in an integrated fashion.
- Consult and collaborate with community based clinical health providers to map out the required psychological, health, substance abuse and psychosocial interventions
- Coordinate social and community activities for Homes for Heroes' team member to action
- As directed, work at the residential facility or regionally, coordinating outreach and transitional support services as part of the community transitions plans
- Maintain accurate data and provide reporting and information as required.
- Contribute to ongoing service mapping and gap analysis to better understand the capacities and gaps within the veteran's homelessness sector

5 Relationships

Reports to: Program Manager, Homes for Heroes

Supervises: Community Transitions Worker and Veteran Support Case Managers



External: Ex Service Organisations, Department of Veterans Affairs, Open Arms, RSL, RSL DefenceCare, mainstream and veteran support services etc, NSW Dept of Communities and Justice, Community Housing Providers

Internal: Program Manager Homes for Heroes

6 Major role responsibilities

6.1 Our clients

- Coordinate veteran support planning in collaboration with Veteran Support Case Managers and Community Transitions Worker.
- Receive referrals from ESO's, DVA, Rehab Service Providers, Private and Public health providers in the community and self-referrals.
- Utilising a person-centred recovery model, help develop and roll-out support planning, support plan review and transition planning for veterans in program.
- Work effectively with veterans, their families and/or their communities to identify needs and in consultation with other team members, develop and deliver appropriate interventions and programs to meet those needs
- Complete safety and support need assessments as part of the intake and support planning process and review them, as required
- Complete risk assessment reviews and safety planning to ensure veterans safety following an incident.
- Report any barriers identified in the delivery of interventions and utilise supervision sessions as an opportunity to explore possible solutions
- Work with the veterans and Homes for Heroes team to overcome any barriers
- Promote the healthy development of the veterans in the program
- Support veterans as they:
 - identify and develop goals
 - manage their mental health
 - recover their mental health
 - strengthen their capacity to live sustainably in community
- Support the veteran in their natural setting within their community, towards self-efficacy, utilising coaching methodology
- Identify learning opportunities, model behaviour and help develop the veteran's confidence, resilience and skills
- Remain cognisant of the current, wellbeing status of veterans and how to access clinical assessments as needed.
- Communicate operational issues quickly to the Program Manager, Homes for Heroes to help manage risks and improve service delivery
- Ensure key assessments are completed, analyse data and closely monitor, review and regularly report on the progress of each veteran



- Undertake all support duties with due professionalism, as outlined in the Homes for Heroes program manual and care coordination work instructions
- Adhere to all published Homes for Heroes policies and procedures
- Help each veteran in the program to understand the role that key stakeholders have in their life and support clients to work positively with key stakeholder(s) to support their recovery
- Work collaboratively with key stakeholders, such as other ESO's, Public and private health providers, housing support providers, community based clinical care providers etc to deliver the best possible outcomes for veterans in the program and to ensure their ongoing care and wellbeing
- In conjunction with members of the Homes for Heroes team, identify new stakeholders and partners to support the veteran as they transition to the chosen community
- Invite consumer feedback and report complaints or grievances to the Program Manager, Homes for Heroes and help support remedial actions
- Support the Homes for Heroes team to meet the needs of all veterans in the program, including those located in community
- Be a strong ambassador for Wesley Mission, the Homes for Heroes program and for veterans
- Ensure the reputation and integrity of Wesley Mission is always maintained

6.1.1 Performance measures

- Deliver 100% interventions as outlined in the veteran's support plan
- Ensure 100% interventions are recorded in Carelink+
- 100% assigned duties are completed in a professional manner, by their due date

6.2 Our people (our team)

- Assist the Program Manager, Homes for Heroes to maintain a positive service culture within Homes for Heroes that is proactive, non-judgmental and reflective of Wesley Mission's Christian values
- Manage the day to day operations of the veterans' support team including staff supervision, personal / professional development, support and performance management.
- Ensure the veteran support team works in a veteran centric, recovery oriented, trauma informed approach
- Review quality of Needs Assessments and Support Plans developed by team in collaboration with veteran across multiple domains and sectors to delivery recovery oriented "wrap around" care tailored to individual veteran needs.
- Always maintain shared office space and your workstation in an appropriately neat and tidy state
- Facilitate all team, support planning and support / transition plan review meetings
- Adhere to all Human Resource (HR) policies and procedures



- Regularly meet with the Program Manager, Homes for Heroes to discuss issues such as resourcing needs, your performance, training/development needs, work, health & safety issues etc.
- Attend training, during business hours, as directed by the Program Manager, Homes for Heroes
- On an annual basis, document your progress using the Employee Contribution & Development template and meet with Program Manager, Homes for Heroes to discuss
- Ensure your position description is current and identify career training, development and career growth opportunities that will also benefit the program i.e. Homes for Heroes
- Support the organisation by attending at least two (2) 'whole of mission' events per calendar year, as agreed with your supervisor
- Identify and recommend opportunities to increase team satisfaction

6.2.1 Performance Measures

- Meet and/or exceed individual KPIs
- Meet 100% reporting requirements by the due date
- Attend all team meetings
- Attend two (2) 'whole of mission' events each year

6.3 Our operations

- Complete case notes and ensure and maintain all care plans and contemporaneous records to a professional standard i.e. in the database, Carelink+
- Actively participate in quality audits and adhere to accreditation standards and relevant industry legislation to ensure therapeutic interventions are delivered in accordance with best practice guidelines
- Actively support the regular review of systems and processes to seek more efficient and effective methods of delivery and to ensure continuous improvement
- Adhere to all processes as outlined in the Homes for Heroes program manual and the Carelink+ training manual
- Be available to work on outside of normal business hours in accordance with reasonable operational requirements
- Complete training as requested to ensure compliance with systems
- Adhere to all project delivery processes
- Comply with the Homes for Heroes risk and compliance framework and ensure that this is applied to all activities
- Obtain outcome measures, collect date and record outcomes to monitor the progress of veterans and assist with program evaluation
- Complete reports as requested
- Be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.



6.3.1 Performance Measures

- All notes and necessary program documentation are maintained contemporaneously and to a professional standard in Carelink+
- 100% assessments completed and outcome measures recorded in Carelink+ and in care plans
- 100% compliance with all policies and procedures

6.4 Our financials

- Be a responsible steward of Wesley Mission's assets including vehicles, mobile phone and laptop computers including internet access, protect assets from harm or loss and keep discretionary costs to a minimum
- Undertake the administration of brokerage funding and build information on barriers removed by utilising brokerage funds.
- Seek opportunities to minimise expense wherever possible

6.4.1 Performance Measures

- Operate within budget
- All financial processes are followed
- Brokerage funding data up to date.

7 Professional responsibilities

- Personally, model excellence in ethical service delivery and professional standards
- Ensure a high level of staff morale and collegiate culture that supports professional excellence
- Practise within the guidelines described in the Code of Conduct and Ethics and other statutory requirements
- Apply and promote a person/family centred approach to practice and service delivery
- Work only within your scope of training and practice
- Support the Program Manager, Homes for Heroes to implement Wesley Mission's strategic plan and Homes for Heroes business plan
- Meet with the Program Manager, Homes for Heroes once a month to discuss the work of your program
- Provide reports and complete project activities as requested by your supervisor
- Handle confidential matters with discretion
- Manage all aspects of your workload to meet and/or exceed individual KPIs
- Attend all clinical supervision sessions as directed by your supervisor
- Exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of organisational expectations and standards at all times



- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you encounter, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate, at least annually, in Wesley Mission's Employee contribution and development process
- Participate in Wesley Mission's Orientation program, to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate

8 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours and competencies

- Willingness to affirm Wesley Mission's vision, mission and values
- Ability to relate well to a range of people with sound listening and problem-solving skills
- Emotional maturity and resilience
- Planning and Organising
- Teamwork and staff supervision
- Communication and negotiation
- Conflict Management
- Strong ethics and integrity

Essential criteria

- Appropriate Tertiary qualifications in a relevant discipline (e.g. social work, occupational therapy, social welfare, human services)
- Demonstrated experience working in a mental health setting
- Demonstrated understanding of the mental health issues associated with veterans and their complex needs
- Demonstrated experience conducting assessments and interventions with veterans with complex mental health needs
- Knowledge of and commitment to working in a person-centred recovery-oriented approach



- Knowledge of NSW Housing and Homelessness services
- Knowledge of Veteran specific and mainstream support services
- Experience in staff supervision, work force development and performance management
- Experience in partnership development and highly effective networking skills
- Excellent written, verbal and interpersonal skills
- Current unrestricted NSW Drivers Licence
- Willingness to travel intrastate
- Understanding of NSW Mental Health system

Desirable Criteria

- Experience working within teams across various locations
- Registered with professional body
- Conceptual and analytical skills, including the ability to identify and respond to systemic issues and barriers in relation to service delivery and support coordination.