

## SUCCESS PROFILE (Position Description)

Position Title	After Hours Primary Care Coordinator
Portfolio	Community Health
Department	The Living Room
Reports to:	Operations Manager Community Health
Award:	Consistent with Nurses and Midwives EBA (Victorian Public Health Sector) Registered Nurse 4A
Employment type:	Full time (negotiable). Evening and weekend shifts required
Location:	7-9 Hosier Lane, Melbourne
No. direct reports	7
Hiring Leader	Richie Goonan

### ABOUT YOUTH PROJECTS

Youth Projects is an independent charity that offers support and employment opportunities to at risk young people looking to re-engage with learning, and provides health care and assistance to members of our community experiencing homelessness and disadvantage. We provide front line support to individuals experiencing disadvantage, unemployment, homelessness, alcohol and other drug issues, and young people looking to reengage with learning and employment. Our connected model of support is rare in the community sector. We have always offered a holistic approach that combines multiple services in one place.

We are a non-judgemental service with a strong focus on respect, client centred care and harm prevention. We work with clients on a personalised, tailored basis to address highly complex issues faced by people experiencing multiple and complex needs.

We are community based and independent of government, or any religion. We work to ensure each member of our community is empowered with the skills, confidence and support to sustain a life of independence and wellbeing.

#### Our vision:

Life changing opportunities for every young person.

#### Our mission:

High impact support | Without judgement | Fullstop

#### Our values:

Social Justice | Inclusion | Empowerment | Integrity | Respect | Courage | Commitment

Our people at Youth Projects are our priority. We commit to you a fantastic employee experience and we ask that you commit to our mission, vision and values. We also ask that you commit to our values of a workplace free from discrimination and promote and embrace diversity.

### DUTIES & RESPONSIBILITIES:

The AHPC Coordinator oversees our Night Nurses program to provide clinical outreach support to people sleeping rough in Melbourne's CBD. The position will be critical to provide and develop outreach nursing responses which engage service users in order to create linkages with our Living Room Primary Health Service and a range of external health, outreach and housing services. The Coordinator will be expected to work a minimum of two evening shifts per week including some weekend shifts.

Position Name: AHPC Coordinator	Approved By: ELT	Approval Date: 15/11/18
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The position will lead in the development of high quality clinical care, service partnerships, and professional development and clinical supervision of our dedicated AHPC team. Working within a social model of health, the position will form part of a multidisciplinary team approach to provide direct interventions and conduct referrals across a range of domains.

The role is a key position as the face of the Living Room and is responsible for the following:

- Conduct assertive clinical outreach to engage and assess people sleeping rough in Melbourne’s CBD utilising appropriate nursing interventions
- Lead a team of community and mental health nurses to ensure high clinical standards
- Develop partnerships and program responses to enhance clinical and psychosocial outcomes for people sleeping rough
- Develop and monitor care coordination processes for people engaged through the program interventions with a focus on linkages with Living Room services and programs
- Develop practice partnerships with outreach services, emergency departments, homelessness service to improve health and housing outcomes for people sleeping rough in Melbourne’s CBD
- Develop a model of integrated care with the existing service system to ensure enhance service coordination and collaboration

RESPONSIBILITY	SUCCESS MEASURES
<p><b>All success profiles are linked to our Strategic Plan, which has 7 core objectives, to ensure consistency and clear vision. We work together and take collective responsibility.</b></p>	
<p><b>Person Centered Services:</b></p> <ul style="list-style-type: none"> <li>• <i>Work in a Best Evidence Framework to ensure clients are receiving the most current care provision</i></li> <li>• <i>Engage and communicate with clients to increase service awareness.</i></li> <li>• <i>Ensure high quality initial assessments for clients accessing the AHPC service</i></li> <li>• <i>Coordinate with the Living Room clinical teams to provide a joined up response to clients</i></li> <li>• <i>Use a client centred approach to initiate care plans and provide support, advocacy and referrals to assist clients in reaching their goals.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Up to date with evidence based practice in the field of nursing, AOD and Mental Health.</i></li> <li>• <i>Increased client awareness of the clinical services available from the AHPC program and within the Living Room.</i></li> <li>• <i>Clinical audits are conducted quarterly to ensure high levels of client care</i></li> <li>• <i>Clients experience a joined up and collective approach to their treatment and care</i></li> <li>• <i>Evidence of clients outcomes through support and intervention</i></li> </ul>

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<p><b>Maximising Resources:</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with care team to provide holistic response to clients</li> <li>• Ensure roster operates effectively and maintains service continuity</li> </ul>	<ul style="list-style-type: none"> <li>• Clients achieve a range of goals based on the client directed care plan/Medicare billing are maximised</li> <li>• Service operates 5 nights a week, 52 weeks a year</li> </ul>
<p><b>Data &amp; Evidence:</b></p> <ul style="list-style-type: none"> <li>• All interventions, assessments and outcomes are appropriately recorded including data and case notes</li> <li>• Document and report data trends to facilitate funding opportunities.</li> <li>• Participate in training and practice reflection into best practice inventions for people with high and complex needs</li> </ul>	<ul style="list-style-type: none"> <li>• Outcomes and effort can be quantified, replicated and communicated to funders and the wider sector</li> <li>• Uses initiative to document and report any noticeable trends in presentations.</li> <li>• Youth Projects remains at the forefront of evidence-based practice which produces outcomes for clients</li> </ul>
<p><b>People:</b></p> <ul style="list-style-type: none"> <li>• Keep up to date with local services and programs appropriate for referral and clear pathways into these services.</li> <li>• Lead and participate in developing a strong team culture which keeps the client at the centre of everything we do</li> <li>• Actively lead and develop program responses and continuous improvement processes to respond to client need</li> <li>• Ensure appropriate professional development opportunities are planned and provided to AHPC staff team</li> </ul>	<ul style="list-style-type: none"> <li>• Partnerships with external agencies lead to clear referral pathways and opportunities to co-deliver services</li> <li>• Evidence of collaboration within teams and across Youth projects sites and program to improve our service offer to clients</li> <li>• Evidence of innovation and program changes to reflect emerging client needs</li> <li>• Staff are resources and equipped to conduct assertive outreach utilising best practice</li> </ul>
<p><b>Strategic Partnerships:</b></p> <ul style="list-style-type: none"> <li>• Build effective relationships with key outreach and clinical services</li> <li>• Build capacity for direct service and/or partnership to drive housing outcomes as a core service delivery outcome</li> </ul>	<ul style="list-style-type: none"> <li>• Joined up service offers are developed to improve outcomes for AHPC clients</li> <li>• Clients are provided with information, advice and referral pathways to access/maintain stable and safe accommodation</li> </ul>
<p><b>Governance</b></p>	

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<ul style="list-style-type: none"> <li>Contribute to the development of an effective model of care</li> <li>Contribute the development and review of high quality clinical governance frameworks and tools</li> </ul>	<ul style="list-style-type: none"> <li>Model is clearly defined and replicable in other areas when opportunities are identified/sought</li> <li>Clinical processes and outcomes demonstrate effective interventions</li> </ul>
<p><b>One Voice:</b></p> <ul style="list-style-type: none"> <li>Assist in the preparation of reports, promotional material and presentations to external agencies on behalf of Youth Projects</li> <li>Work collaboratively across all portfolios to identify program improvements and opportunities for growth</li> </ul>	<ul style="list-style-type: none"> <li>Youth Projects is well regarded by external bodies, partner agencies and the wider sector for our ability to provide a clear picture of our positive impact on clients</li> <li>Working with other sites and portfolios across Youth Projects as evidenced by joined up programs, participation on working groups, and the contribution of ideas and expertise</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>Compliance with Youth Projects policies and procedures</li> <li>Other duties as required by the organisation</li> </ul>	

### KEY SELECTION CRITERIA

#### Experience and qualifications

- Recognised tertiary qualifications in relevant nursing and/or health related disciplines
- Substantial experience in a range of health related and/or community discipline
- Knowledge and understanding of homelessness, housing and health sectors (including mental health and AOD)

#### Knowledge and skills

- Wanting to grow, develop, and build a career with a progressive organisation.
- Demonstrated experience in managing and leading a team of professional staff

#### MUST HAVE'S

- Current Australian Drivers License
- Valid passport / working rights
- Police check
- Working with children's check
- Local travel may be required

### OUR COMMITMENT TO DIVERSITY

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Youth Projects values diversity and we promote a workplace that actively seeks to include, welcome and value unique contributions and encourage applications from candidates with a disability, culturally and linguistically diverse backgrounds and indigenous candidates.

### **WE ARE A CHILD SAFE ORGANISATION**

Youth Projects has a zero tolerance for child abuse and is committed to the provision of a child-safe organisation. All Youth Projects staff must undergo a Police Check and Working with Children Check prior to commencement.

### **PRIVACY**

Youth Projects Ltd collects personal information for the purposes of processing and considering your application for employment we will use the information collected from you only for these purposes and will not disclose personal information unless authorised by you or as permitted or required by law.

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