

## Schizophrenia Fellowship of NSW Inc

### Position Description

#### Respite Coordinator National Respite Development Program (NRDF)

**Reporting to:**

Respite Services Manager

**Hours of work:**

Full Time - 38 hrs per week

**Tenure:**

Contract starting at date of employment to 30<sup>th</sup> June 2011 as per Commonwealth funding

**Location:**

Inner West Home and Community Care Region

**Supervising:**

Team of respite staff and volunteers.

**Salary:**

SACS Award Community Services Award Grade 4 (year depending on experience) plus Vehicle – enhanced by Salary Packaging .

**Position Objectives:**

1. In consultation with Respite Manager establish and co-ordinate respite services for carers of people with a severe mental illness/psychiatric disability in the Inner West Home and Community Care region
2. To develop and maintain a quality service that is responsive to needs of the target group.
3. To ensure that the respite services achieve aims and operate in accordance with all contractual and legislative requirements.
4. In consultation with SFNSW senior staff, further develop and deliver innovative respite options in the Inner West Home and Community Care region.
5. To maintain awareness and knowledge of contemporary respite service delivery methods and utilize this knowledge to inform service development activities, and the development of staff.

**Position Responsibilities:****Staff**

- 1) In consultation with Respite Services Manager participate in recruitment and management of respite staff.

- 2) To facilitate the development of teamwork for respite staff and volunteers through ongoing support and daily supervision, communication links and team meetings.
- 3) To ensure all Respite staff receive annual assessment and performance appraisals, including the identification of professional development needs and annual review of job descriptions
- 4) To oversee all professional development and training of respite staff and volunteers.

#### Service delivery

- 5) Develop and maintain a respite service that is responsive to needs of carers and care recipients and offers flexible respite options including centre based, in home, community access or transport assistance, and
- 6) To work in partnership with Respite Services Manager and other SFNSW staff and external agencies to develop and deliver further flexible respite services in the HACC region.
- 7) In consultation with Respite Services Manager, establish and maintain consultation processes with carers, carer recipients, CCRC, other stakeholders to ensure feedback to respite services on scope and quality of services.
- 8) To develop and maintain effective working relationships with Commonwealth Respite and Carelink Centre staff and other referrals services and stakeholders.
- 9) To promote the service to stakeholders including consumers, carers and family members and participate in appropriate sector forums, and where necessary deliver presentations to stakeholder groups.

#### Administrative

- 10) To participate in policy development and implementation in collaboration with Respite Services Manager and SFNSW Quality Committee
- 11) To ensure that the service operates in accordance with FaHCSIA Program Guidelines and reporting requirements, National Mental Health Service Standards, the policies and procedures of the SFNSW, particularly those relating to OH & S, Code of Conduct, confidentiality and privacy and provide direction to staff to deliver services within these frameworks.
- 12) To ensure that all contractually required program reports and any additional outcome measure or other research reports are submitted on schedule.
- 13) To contribute to and monitor to ensure that staff and volunteers meet all data entry requirements of the Fellowships client data management system Framework
- 14) Monitor and report on budget and expenditure of service.
- 15) Prepare quotations for Respite services as required by carers/ services or CCRC's in accordance with operational guidelines.
- 16) Oversee all financial practices pertaining to daily service delivery.

## Other

- 17) To work closely with Respite Services Manager in relation to any major issues arising in the provision of service delivery.
- 18) To evaluate, report on and continuously improve your own professional performance, knowledge and skills
- 19) A willingness to attend to any other matters arising that pertain to service delivery
- 20) When required travel to Schizophrenia Fellowship State Office, Gladesville for meetings and training.
- 21) As an employee you are required to become familiar with your responsibility to implement the Fellowships Quality and OH&S systems by:
  - Performing work activities and functions in a manner that promotes personal safety and risk management
  - Identifying hazards in the work areas and reporting all staff, volunteer, consumer and visitor incidents in accordance with the Fellowships reporting procedures.
  - Contribute to the continuous improvement of the Quality and OH&S systems by participating the monitoring, review and evaluation of the policies, procedures and work practices underpinning these systems

## Background

Schizophrenia Fellowship is a mental health charity, established in 1985, with services in Sydney and across the State of NSW. The State Office and central administration services are located in Gladesville on the site of the old Gladesville Hospital. The Fellowship has a strong role in advocating for better services for people with mental illness and their families, educating the wider community about mental illness and the provision of innovative services for people with mental illness and their families.

Schizophrenia Fellowship has received funding from the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs to develop innovative respite services in four HACC regions of NSW – Illawarra, Inner West, Riverina/Murray and Orana/Far West.

The Mental Health Respite Program aims to provide support to carers by increasing access to respite services that provide flexibility to meet individual needs of carers and care recipients.

The Respite programs will build on current consumer and carer services and education and training programs provided by the Fellowship and the development of the Respite Services will be carried out with the support and cooperation of existing services and senior staff.

### *Essential Criteria*

- Tertiary qualification in relevant discipline
- Organisational and project management skills
- Experience in team management
- Experience in the coordination, development and provision of respite services for carers of people with a mental illness and/or disability
- Knowledge and or experience in the delivery of mental health services
- Knowledge of the needs of carers of people with a mental illness
- Appreciation and commitment to a recovery based approach to mental illness
- Demonstrated written and verbal communication skills
- Computer and administration skills
- Current driving licence

### *Desirable Criteria*

- Knowledge of the NSW mental health system
- Knowledge of community based mental health services
- Experience in working with carers, care recipients, staff and or volunteers

### *Personal Qualities required:*

- Compassion, patience and ability to empathize with carers in their caring roles
- Genuine commitment to helping people with a severe functional limitation as a result of a mental illness in their recovery, a capacity to relate to them with dignity and respect, and as a unique person rather than as a 'person with a mental illness'
- Creative in approach to problem solving
- Good team leadership skills and knowledgeable about when to seek help or supervision
- Knowledge of mental illness and skills in working with people experiencing mental illness
- Ability to promote the rights, responsibilities, and recovery of program participants
- Effective non-judgmental listening and communication skills
- The ability to promote ethical behaviour and anti-discriminatory practice that treats consumers, family and staff with dignity and respect, and balances the right to privacy and confidentiality with duty of care.

Approved by: Rob Ramjan, March, 2010

Review Date: 30<sup>th</sup> June, 2011