

Lifeline Harbour to Hawkesbury Sydney

Position Description

Job title: Clinical Services Coordinator: Clinical Governance

Location: Gordon

Reports to: Clinical Services Manager

Position Summary

The Clinical Coordinator: Clinical Governance is responsible for implementing and maintaining governance systems for Lifeline H2HS Clinical Services and supporting the values of continuous improvement and excellent service delivery within the team.

The key objectives of the role are:

- To implement and maintain clinical governance systems, including ensuring updated documentation of all clinical services policies and procedures, coordinating auditing procedures and support the implementation of a stepped care model for clients.
- To manage data collection and reporting for clinical services, including annual client survey.
- To induct new staff and coach existing staff in new procedures and models of care
- Coordinate the professional development program for clinical services
- To undertake specific, one-off improvement projects within clinical services as required.

Key Accountabilities	Tasks
Policies & procedures	<ul style="list-style-type: none"> • Develop and maintain clinical governance systems • Review policy and procedure documentation for clinical services • Ensure documentation of all clinical services policies and procedures is kept updated • Coordinate and undertake internal audits to ensure compliance and adherence to policies/procedures by all clinical staff. • Coach and support staff to follow procedures. • Support the implementation of the stepped care model within clinical services.
Data & reporting	<ul style="list-style-type: none"> • Maintain records of services and ensure secure storage of client personal information and files • Liaise with IT staff, data entry team and clinical services staff and volunteers to ensure accurate and meaningful data is collected on Salesforce • Maintain and produce statistical data and reports on clinical services as required by the clinical services manager and the Board • Prepare for and attend ISO Audit with Clinical Services Manager and Group Services Manager • Conduct the annual client survey and share outcomes with counselling team

	<ul style="list-style-type: none"> • Prepare annual PACFA letters and documentation for Personal Counsellors • Sight renewed annual accreditation certificates for all counsellors and and keep updated copies on record. For bulk billed psychologist sight insurance certificates and keep copy on record.
Selection & Training	<ul style="list-style-type: none"> • Assist with the selection of counsellors & provisional psychologists for volunteer and/or paid roles within the personal and bulk billing service • Develop, implement and review the induction and orientation process of new personal counsellors and interns • Coordinate Professional Development Program for Clinical Services • Coordinate and facilitate Peer supervision sessions
Standards & support	<ul style="list-style-type: none"> • Maintain and promote a high standard of ethics and professionalism within clinical services
Marketing and promotion	<ul style="list-style-type: none"> • Assist with the development of new ideas for organizing, growing and promoting the clinical services • Assist with publicizing and promoting the clinical services within the community • Attend meetings, forums or talks to represent and promote Lifeline H2HS clinical services as needed
Lifeline policies	<ul style="list-style-type: none"> • Follow and observe all Lifeline H2H policies and procedures during interactions with clients • Maintain strict confidentiality of details and notes about clients at all times • Observe all aspects of the professional code of conduct for counsellor-client interaction

Core Competencies
<p>Makes quality decisions Gathers and considers information; makes sound and timely judgments; chooses appropriate actions</p>
<p>Builds positive relationships Establishes good interpersonal relationships by working collaboratively and helping people feel valued; listens and demonstrates sensitivity in responses to problems and issues</p>
<p>Plans and organises work Plans courses of action for self and others to ensure that work is completed efficiently; takes a proactive and can-do approach to problems; prioritizes tasks</p>
<p>Contributes to team success Takes an active role involving others on the team to ensure quality delivery of services; provides effective support, counselling and supervision to team members</p>
<p>Demonstrates adaptability Adjusts to new issues and requirements in the work environment, maintaining a positive and constructive approach; shows creativity in solutions to problems</p>
<p>Communicates effectively Conveys information and ideas clearly in both verbal and written forms, in a way that engages others and ensures understanding</p>

Technical competencies

Essential:

- Service coordination skills
- Coaching skills
- Organisational and planning skills
- Communication Skills
- IT skills

Qualifications & experience

Essential

- Member of appropriate professional body e.g. PACFA, APS
- Post graduate degree or diploma in Psychology, Counselling, Social Work or related Behavioural/Social Science field
- Counselling experience

Desirable

- Previous experience in counselling organisation
- Experience in a community mental health organisation
- Experience working with volunteers

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____