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**CLINICAL CARE COORDINATOR**

**(Including social worker, psychologist, occupational therapist, mental health clinician)**

(Full time fixed term contact to 30 June 2024)

SCHADS Award Level 6

**Position Report to: Manager – Wellbeing Services**

**Direct Reports: Meridian Wellbeing Reception and Administration Support Officer.**

**Date: September 2022**

**Position Purpose**

Meridian Wellbeing Services is Canberra’s C*entre of Excellence* in the healthcare needs for the sexually and gender diverse community, people living and impacted by HIV and sex workers.

You will be joining a dynamic, diverse, friendly, and inclusive organisation. Meridian is an environment where everyone can feel safe and respected and apply your expertise in a truly values-led organisation.

Our multi-disciplinary team at Meridian is looking for a suitably qualified, empathic, and inclusive individual who can use their case management and psychosocial skills and expertise across direct client-facing clinical care coordination for a busy and growing wellbeing service.

Reporting to the Manager, Wellbeing Services, you will be responsible for providing culturally safe and effective social work strategies, including psychosocial assessment and review, and oversight of the continuity of care for Meridian’s communities in connection with Meridian’s multi-disciplinary mental health and primary health team.  This position promotes and supports client access to Meridian’s wellbeing services and peer support options along with finding appropriate pathways for other internal and external services and referrals.

Ultimately, we aim to significantly reduce the barriers LGBTIQA+ people, people living with HIV or impacted by HIV, sex workers and men who have sex with men face in accessing health care services so we can contribute to the sustained health and wellbeing of our strong and resilient communities.

We provide mentoring and professional development support to interested professionals who are willing to develop their skills in working with LGBTIQA+ communities.

**Position Responsibilities - Clinical Care Coordinator**

* Act as the first and primary point of continuity of care for existing and potential clients engaging with Meridian Wellbeing Services.
* Assist the client to identify their wellbeing needs and goals to make an informed decision about what service/s to access.
* Provide psychosocial interventions at different levels of client intensity/risk using a range of evidence-based therapies and strategies appropriate for a trauma-informed approach to working with Meridian’s communities.
* Case management for an agreed client caseload including peer-support needs and other psychosocial assessments, case conceptualisation, goal setting, boundary setting (including appropriate referrals to tertiary or acute services), expectation management and referral protocols.
* Identifying and responding to the key issues for Meridian’s communities by understanding intersectionality as part of holistic care.
* Co-ordinate effective and culturally safe client pathways through intake, risk assessment, triage, waiting lists and considered referral to both internal and external services associated with primary health and mental health delivery.
* Work with other community-based services and organisations and attend interagency meetings to raise awareness about Meridian’s service offering and strengthen referral pathways.
* Develop standardised entry, exit and re-entry procedures that support the client.
* Work with the Manager, Wellbeing Services to assess changes in demand, waitlist status for each service stream, complexity of client presentations, opportunities for service growth and client feedback regarding improving service delivery.
* Other duties as directed, commensurate with existing skills, knowledge, and experience.

**Skills, Knowledge, Experience and Key Attributes (Selection Criteria)**

* Tertiary qualifications with relevant experience.
* Full registration with a professional body such as AASW and an unrestricted Working with Vulnerable People registration in the ACT (or the ability to obtain WWVP registration).
* Demonstrated experience in delivering a variety of psychosocial interventions of varied intensity, using a range of evidence-based therapies and strategies appropriate for culturally safe and trauma-informed work with Meridian’s communities.
* Specific knowledge and understanding of gender affirming care pathways as they relate to primary health, mental health, community, and private services + health systems within the ACT.
* Experience managing a caseload of clients including psychosocial needs assessment, case conceptualisation, strengths-based goals and strategies, boundary setting, advocacy, referral protocols and safety planning.
* Demonstrated skills and ability to communicate and engage effectively, and with sensitivity, with/and about people of diverse gender, sex, and sexualities to a wide range of stakeholders.
* Proficient with use of computers including Windows, Microsoft Office applications and online platforms.
* Willing and able to quickly adapt existing skills to new situations and a commitment to learning.

**How to Apply**

All those considering applying should contact Tom Skelton (Manager – Counselling and Wellbeing) to discuss the position in the first instance. To apply please submit a written application of no more than three pages, responding to the Skills, Knowledge, Experience and Key Attributes in the Position Description, a current resume, and contact details of at least two professional referees. Please send your application to executive@meridianact.org.au

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**Working at Meridian**

Meridian is a peer-led, community-based health organisation that has its origins as an AIDS Council, started in 1983 from a grass roots response to a looming crisis. Our vision is to build strong, connected, and supportive communities that are free of new HIV transmission, marginalisation, discrimination, and stigma.

**At Meridian, we’re about celebrating diversity, strengthening community, and empowering our communities to live their best lives. In doing this work, we most value:**

* **Respect:** By honouring people’s stories, valuing our history and treating everyone with dignity.
* **Inclusiveness:** By being unbiased and fair in everything we do and consulting widely to identify where we can make the most difference.
* **Leadership:** By motivating and inspiring others to reach the vision and mission.
* **Partnership:** By knowing, supporting, and collaborating with individuals, groups, and organisations to strengthen our response to HIV and AIDS.
* **Empowerment:** By supporting people to make their own informed choices.

Meridian employs staff who have lived experience and use this openly, appropriately, and effectively to build professional relationships with the people they work with. Lived experience is used to inform and contribute to staff culture and encourage community understanding and reduction of stigma and discrimination for all affected communities. Lived experience includes, but is not limited to the following, ~~-~~ people who are impacted by HIV, people who identify as sex, sexuality, or gender diverse and their families and allies, people who have undertaken or are undertaking sex work, people who have used drugs and those with mental health impacts.

All selection is based on proven experience, qualifications and/or training and the person’s potential to undertake the responsibilities of the position most efficiently. As an LGBTIQA+ peer-based organisation and an HIV service agency, we recognise that LGBTIQA+ people and people with HIV/AIDS bring unique perspectives, skills and knowledge that are important to Meridian’s work. Therefore, Meridian promotes the recruitment and continued employment of LGBTIQA+ people and people living with HIV/AIDS.

Meridian is a peer-led organisation that values diversity in the workplace and encourages applications from Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse communities.

**ORGANISATIONAL CONTRIBUTION**

* Participating effectively as a team member, including assisting other team members when required and contributing to the broader strategic goals of the organisation.
* Supporting and promoting a strong work health safety culture.
* Demonstrating a strong commitment to a culture of quality, continuous improvement, and service excellence.
* Developing and maintaining effective relationships with internal and external stakeholders.
* Reinforcing and promoting the principles of diversity and inclusion and modelling Meridian’s values.
* Quality improvement and risk management.