

## POSITION DESCRIPTION

<b>Role Title:</b>	<b>Transitional Living and Support - Service Coordinator</b>		<b>Department:</b> <b>Karakan Services</b>
<b>Reports to:</b>	<b>Innovation and Impact Manager/Services Manager (once operational)</b>	<b>Direct Reports:</b>	<b>12-15</b>
<b>Location:</b>	<b>Brisbane and Southeast Queensland regions</b>		
<b>Employment instrument</b>	<b>Social, Community, Home Care and Disability Services Industry Award</b>		
<b>Classification:</b>	<b>SCHADS Level 6</b>		
<b>Hours of Work:</b>	<b>As per Employment Contract</b>		

### About Karakan

Karakan specialises in supporting people who experience mental health challenges and disability. We believe that people with mental illness can live a meaningful and fulfilling life and that recovery is possible. Our mission is to help people experiencing mental health challenges build resilience and live life better, together as a community.

We have a clear vision of an Australia where people with mental health challenges are not only included in the community, but they are valued. We stand against marginalisation, stigma, and isolation of people with mental health needs and are ever committed to an inclusive community that understands and supports mental health in our community.

We are a well-established provider of psychosocial support services with a long and rich history of working with people whose lives have been impacted by mental health. We strive to help each individual make a positive impact in their lives as we promote and support inclusion, connection and building resilience through our recovery-focused services.

Our values and governing principles encompass our commitment to upholding human rights, enhancing wellbeing and making a positive impact in the lives of people with mental health needs. This, alongside customer, sector and stakeholder experiences and feedback guide our strategic direction and practice.

Karakan is a growing, dynamic and flexible workplace that is committed to fostering passion, determination and resilience in our staff. Our high-quality services are contingent on value-

driven, skilled and supported staff. We commit to providing a workplace where staff are valued for their individuality, supported to overcome challenges and nurtured in their personal and professional growth.

### **Position Overview**

The Transitional Living and Support Service Coordinator will oversee the establishment, implementation and ongoing delivery of a new Transitional Recovery Accommodation Service that is being delivered in partnership between Karakan and Metro South Addiction Mental Health Services (MSAMHS) as part of an innovation in Southeast QLD. This service is designed to support adults with mental health needs as they transition from hospital back into their community, home and/or community housing. This role is responsible for leading the establishment of the service and managing the day-to-day operations, ensuring high-quality support, and fostering a recovery-oriented environment that promotes and enables positive client outcomes.

### **Role Responsibilities:**

#### **Leadership and Management:**

- Lead and promote a vision and culture of innovation, quality and best practice
- Lead and manage a team of case managers and support staff, nurturing a positive team culture aligned to values, effective teamwork, confidence, performance and communication
- Provide supervision, support, training and professional development opportunities for staff
- Lead and conduct performance review and performance management processes
- Ensure compliance with organisational policies, procedures, practice standards and relevant legislation
- Lead service quality and risk management processes, including incidents and safeguarding of clients and staff

#### **Stakeholder Engagement**

- Work collaboratively and closely with the MSAMHS clinical service member of the team to support positive culture and service outcomes
- Work collaboratively with other Metro South Hospital and Health System stakeholders to support a multi-disciplinary service response and positive client outcomes
- Work collaboratively with the Karakan leadership team to support service outcomes
- Build effective and productive relationships with relevant community stakeholders and organisations to build and leverage a close network of wrap around services and supports

**Client Support and Advocacy:**

- Oversee the development, implementation and review of individualised recovery plans for clients
- Advocate for clients' needs and rights within the community and service systems
- Work with case managers to assist clients in navigating and accessing available resources, including transportation, financial assistance, employment, housing and community supports
- Foster a supportive and inclusive environment that promotes client recovery and community integration

**Service Coordination:**

- Coordinate client intakes, service provision, case reviews and transition activities in line with service model and in partnership with MSAMHS
- Coordinate outreach service to support and help clients sustain their own wellbeing and living arrangements in their home
- Engage and coordinate with various service providers, including healthcare, housing, employment and social services to ensure clients have access to necessary resources and supports
- Develop and foster partnerships with community organisations to enhance service delivery and individual client outcomes
- Monitor and evaluate client progress, adjusting plans as needed to meet evolving needs and recovery goals

**Program Development and Implementation:**

- Lead service development, implementation and ongoing delivery in line with service model, guiding principles, KPIs and contract requirements
- Develop and implement recovery-orientated programs and activities designed to build capacity and connection and promote wellbeing
- Work in partnership with clinical staff to organise and facilitate support groups, educational sessions and workshops
- Ensure programs are aligned with best practice and evidence-based approaches

**Documentation and Reporting:**

- Ensure staff are maintaining accurate and confidential client records, including recovery plans, progress notes, case reviews and outcome evaluations
- Prepare regular reports on program activities, outcomes, service gaps and improvements for the program steering group
- Lead contractual reporting activities as stipulated in the contract
- Escalate issues requiring management attention through appropriate incident/escalation and reporting protocols

**Qualifications and Experience**

- Bachelor's degree in psychology, social work, human services, or a related field
- Minimum of 3 years of experience in leading/coordinating mental health services, ideally a community-based recovery-oriented accommodation service or step-up, step-down service

**Essential Attributes**

- A values-driven and collaborative leadership style and approach
- Strong understanding of mental health recovery principles and practices
- Proven ability to coordinate and manage the implementation of a new service in an organised and structured manner
- Proven experience successfully managing a cross-section of key stakeholders to achieve service outcomes
- Excellent communication, interpersonal, and organisational skills
- Ability to work independently and as part of a multidisciplinary team
- Proficiency in using computer software for documentation and reporting

**Preferred Qualifications/Experience**

- Lived experience with mental health recovery
- Training in peer support or related

**Benefits:**

- Competitive salary and salary sacrificing
- Opportunities for professional development and training
- Be part of a new innovation in Southeast QLD
- Supportive and inclusive work environment and culture

**Employment declaration**

I understand and accept the requirements outlined in the Position Description and any reasonable amendments made due to changes in responsibilities and organisational requirements. All employees of Karakan are subject to criminal history and reference checks.

I understand I am required to immediately report to Karakan management team any convictions or offences with which I may be potentially charged or have been charged throughout the course of my employment with Karakan.

I agree to adhere to the NDIS and Karakan Code of Conduct and Ethics and other duties or requirements as outlined in this position description. I agree to sign a confidentiality statement. I confirm my personal commitment to the Vision and Mission of Karakan.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_