



Our Vision: People who experience mental illness living well.

Our Mission: Comcare will contribute positively to the recovery of people who experience mental illness through the provision of quality community services and social housing and support mental health sector development.

Job Description

Title:	Complex Case Coordinator
Department:	Community Integration Service
Location:	334 Lincoln Road, Christchurch
Hours:	This position is predominantly 8:30am to 5:00pm Monday to Friday however there may be a need to occasions to support a client outside of these hours
Reports to:	Team Leader, Community Integration Services (CIS)
Supervises:	N/A

Main Purpose of Position:

CIS is a small team of innovative staff, who find positive creative solutions for people who are perceived by others or view themselves to be stuck in hospital or residential services when clinically they do not require that level of care.

The service works with people who have complex social or other issues that create barriers for successful community living and supports them to problem solve a pathway forward to independent living.

On occasions, the CIS team may receive a referral from Primary Care via the Community Support Access Pathway (CAP) requesting assistance in coordinating the care of a patient under the umbrella of the General Practitioner.

Functional Relationships:

Internal	External
CIS Team Leader	Consumer and Family Advocates/ Advisors
CSS Service Manager	Clinical Mental Health Services
Triage Practitioner	Residential Services Staff
Service Users	Community & Related NGO Services
Comcare Staff	Primary Care

Authorities: As per Delegations policy



Key Duties:	Expected Results:
Solution Finding	<ul style="list-style-type: none"> • Develop working relationships with client, who is central to all planning. Identify service user's strengths, needs and wishes • With Team Leader, access all available information, involved workers, client and family/whanau to fully understand current barriers and past successes • Find creative solutions to presenting barriers, utilising internal and external expert assistance where necessary • Identify any solutions not part of current funded services to Team Leader for possible access to Flexi fund
Implement Solutions (Transition Plan)	<ul style="list-style-type: none"> • Implement a transition plan involving all involved workers, family/whanau and friends. Clearly identify tasks for all, including client • With the Team Leader, coordinate and monitor progress of plan calling regular meetings to celebrate steps forward or find solutions for arising issues. Ensure action happens • Support and work alongside client through process • Work collaboratively alongside all other parties, inclusive of family/whanau
Transition to Support Services	<ul style="list-style-type: none"> • Work closely with client through transition period between hospital/residential setting and more independent living • Facilitate and support the introduction of ongoing support services • Maintain contact as required to support client as new support services become engaged • Review Services to ensure client independence is fostered • Maintain period of monitoring after handover of direct client contact to ensure support systems viable and functional • Report themes and gaps in support service delivery to Team Leader
Liaising with other key workers	<ul style="list-style-type: none"> • Appropriate liaison with: Clinical Care Team / key worker, Community Support workers, MSD workers, Hospital/Residential Care workers, Housing workers and other services as required
Administration	<ul style="list-style-type: none"> • Records kept of details of client contacts, plans and ongoing actions as per Comcares procedural requirements • Ensuring notes are clear and concise and entered in a timely manner
Contribute to Team	<ul style="list-style-type: none"> • All relevant team and staff meetings attended • Good relationships developed with CIS and other Comcare staff • Positive, constructive participation in CIS meetings and strategic planning



Comcare Trust recognises that over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems; operate quicker and more efficiently at the job they hold. This will free up time that could be used to develop and enhance the skills knowledge and abilities of the employee. Because of this, and because Comcare is interested in developing each employee to their full potential, each employee, will from time to time, be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities. These extra duties will be discussed between the employee and their immediate manager, and the decision for their allocation will be reached jointly.

Person Specification

Feature Sought:	Essential:	Desirable:
Education/ Professional Qualifications	<ul style="list-style-type: none"> A good level of literacy required for planning and documentation 	<ul style="list-style-type: none"> Tertiary Qualification in Mental Health Related Occupation preferably to Level 4 (e.g. National Certificate in Mental Health Support Work).
Work Experience	<ul style="list-style-type: none"> Two years' experience in the mental health field 	<ul style="list-style-type: none"> Canterbury-based experience and knowledge of specialist mental health services functioning NGO/community/knowledge
Mental Skills & Abilities	<ul style="list-style-type: none"> Time Management Problem solving/ solutions focused High level attention to detail High level of organisational ability 	<ul style="list-style-type: none"> Understanding of Recovery Principles and Strengths Approach Creative Thinker
Manual Skills & Abilities	<ul style="list-style-type: none"> Full drivers Licence 	
Social/Interpersonal Skills	<ul style="list-style-type: none"> Well-developed in the area of communication and interpersonal skills Clear boundaries 	<ul style="list-style-type: none"> Evidence of good working relationships across range of colleagues/ clients Understanding of issues with mental health such as stigma and discrimination
Physical Qualities	<ul style="list-style-type: none"> Professional yet approachable image 	
Personality Qualities	<ul style="list-style-type: none"> Positive attitude View all people as having potential for change Tolerant yet assertive Confident in own skill set 	<ul style="list-style-type: none"> Good sense of humour



Temperament	<ul style="list-style-type: none">• Outgoing• Values people• Positive self-image	
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September 2020

Signed by:

Date:

Employee:		
Employer:		