

SCHEDULE 1

JOB DESCRIPTION

Position: Bureau Client Support Coordinator

Location: North Shore & West Auckland

Group: Asian Mental Health

Reporting to: Team Leader

Issue date: August 2007

Conditions of employment: Independent Contract

Key Task Area	Competencies	Expected Outcomes
Coordinate appropriate support services for clients. E.g. To liaise with the clinical teams, NGOs, Interpreter services where needed and other relevant agencies to identify and develop the appropriate range of support options.	Good Communication Skills Good network in the community Has community network and knowledge of events, facilities and services	All clients get good support.
Deliver culturally appropriate support service	Is fluent in both English and the language of the client. Is culturally competent (sensitivity, awareness, communication skills) Has sufficient knowledge about both cultures (English and client's culture) Seeks appropriate cultural consultation when in doubt and takes appropriate steps to ensure cultural safety.	All clients get culturally appropriate support.
Assist with non-clinical cultural assessment	Be able to do the cultural assessment with client.	Cultural issues that impact on clients' recovery are identified and recorded.
Navigate and support clients to understand the health system and access to community resources.	Bilingual, fluent in at least one Asian Language. Has good understanding of the NZ mental health & health system and facilities.	All clients have better understanding of health system and are community resources.
Support clients to identify their	Can establish a good and appropriate therapeutic	All clients are supported and

strengths to achieve their personal goals.	relationship. Has knowledge of the resettlement phases and stressors (and can identify stage at which client is at) Provides a therapeutic and culturally safe environment. Maintains professional/personal boundaries in undertaking professional work.	clients' experience of good health is either enhanced/optimised or maintained. Short/long term goals are identified in partnership; there are agreed review dates; recording progress. Client goals and objectives set, will be achievable and measurable within a 6 month review period, and reflect current circumstances.
Encourage and support clients in developing healthy lifestyles	All staff promote healthy lifestyles, practices, and attitudes	Information/support/teaching regarding issues such as drug and alcohol abuse, healthy diets, cooperative living, sexual health, relationships (interpersonal and intrapersonal) etc. is offered. Clients are either aware of healthy practices, or have knowledge as to where and how advice/information may be obtained (ie, they can make an informed choice).
Contribute to, and participate as part of a multi-disciplinary team	Contributes to staff meetings when required and participates in training programmes (where unable, takes responsibility for up-dating self).	Attend staff meetings. Demonstrate familiarity with WDHB Policy & Procedures Manual, and safe practice guidelines.
	Commitment to team work	Contributes to, and assumes responsibility for an effective working team.
	Undertakes continued professional development in cultural learning activities.	Demonstrates commitment to the safety, wellbeing and success of AMHCSC services.
	Attend supervision as per service requirements, and training as directed.	Training plan and KPIs developed with Team Leader annually.
	Promote healthy and supportive community attributes to mental health.	Accountability and responsiveness to the community is achieved, indicated through increased acceptance and support.
Complete all administration/accountability/monitoring requirements	Keep professionally written records	All clients' documentations are updated all the time.
Carry out duties in a manner that is informed by the National Mental Health Standards, Mental Health Commission Blueprint, and WDHB Policies and Procedures.	Staff will be familiar with the National Mental Health Standards, Mental Health Commission Blueprint, and WDHB Policies and Procedures.	Outcomes achieved will reflect the standards, priorities and direction provided by the National Mental Health Standards, Mental Health Commission Blueprint, WDHB Policies and Procedures, WDHB Policies and Procedures, and Daily Practice Manual.