

JOB DESCRIPTION

POSITION:	National Perinatal Infant Mental Health Connect and Care Navigator – NSW
HOURS:	Full-time, 38 hours/week to June 30 th 2024
OPERATIONAL BASE:	Karitane, Carramar – Digital Health Hub
AWARD:	Allied Health Level 3 or equivalent Nursing or Psychology
VACCINATION CATEGORY:	A
RESPONSIBLE TO:	Responsible to the Manager, Digital Health Hub through to National Director PIMH Connect and Care Service

PURPOSE OF ROLE

The National Perinatal and Infant Mental Health – Connect and Care Program (NPIMH-CCP) is a transformative care and navigation system.

This is a truly once in a lifetime opportunity to work with the National PIMH Connect and Care Team engaged in the implementation and ongoing development of a new, exciting and highly impactful care navigation service with a leading non-profit parenting support service provider and alongside experienced consortium members.

The team of Perinatal Infant Mental Health place-based navigators will triage and coordinate referrals from around the country, ensuring expansive local knowledge and subsequent location-specific support pathways. Navigators will support a no wrong door approach to service access, be inclusive and engaging of all families – particularly families who experience stigma and blame when they encounter the service system. They will bring a child-centred and collaborative approach to working with families through strength based approaches. They will focus on building adult capacity and working closely with families to help them get to the services they need and to ensure their goals are met. Navigators will use an evidence based and consistent approach to our practice when working directly with families across the consortium.

The Program will provide a national comprehensive, stepped continuum of care for parents particularly those experiencing moderate/severe PIMH concerns, supporting these families to navigate the complex and fragmented PIMH service landscape. This new model will use well-articulated triage criteria to bring national consistency, whilst maintaining place-based flexibility in an ecosystem characterised by numerous providers and services nationally.

NPIMH-CCP Navigators will be based in every state and territory at an Australian Association of Parenting and Child Health (AAPCH) or other partner site. Navigators will work collaboratively with each other, within their host organisation, and across the wider PIMH ecosystem in their state/territory to connect the full primary, universal, secondary and tertiary PIMH and broader service system and policy landscape unique to each state and territory.

The intake service will leverage existing pathways (“no wrong door” approach), using triage criteria to ensure parents are referred to the right intensity of services that best matches their support needs. The Navigator role aims to reduce barriers to service access and promoting help-seeking (connecting).

For parents with moderate/severe PIMH needs, Care Navigators will provide active case coordination and holding to support the parent to access appropriate services, in a trauma-informed and culturally safe way. Aboriginal Liaison Officers will provide cultural safety for Aboriginal and Torres Strait Islander families.

This national service will maximise the coordination and utilisation of existing PIMHS providers and enable stigma-free easy-entry, and establishment of a National PIMHS Navigator contact number. The PIMH Navigators will enable best practice models from different states to be widely shared, adapted and adopted and support identification of service and policy gaps to be addressed nationally. PIMH Navigators will have a detailed understanding of available services in their relevant jurisdiction and established relationships with providers, awareness of new/emerging services, and ensure families can access support that best matches their specific needs.

KEY SELECTION CRITERIA:

- Current Registration with the Australian Health Practitioners Regulation Agency (AHPRA) (Nursing, Occupational Therapist, Psychologist) or eligibility for membership with the peak professional association (Social Workers).
- Demonstrated understanding of the mental health issues in pregnancy, birth and the postnatal period, including maternal and infant health, parenting, mental health.
- Experience working with families who have young children.
- Demonstrated effective written and verbal communication skills, including computer skills, interpersonal and problem solving skills.
- Demonstrated ability to work in a multidisciplinary team and liaise with other health professionals to facilitate health services for Aboriginal families and their children.
- Ability to build strong relationships and have a working knowledge of NSW Aboriginal Communities.
- Ability to liaise with perinatal infant mental health support services.

CONDITIONS OF EMPLOYMENT

The majority of Karitane's services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles. Applicants will have a commitment to EEO and WHS, ethical practice and the principles of cultural diversity.

Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

ABOUT THE AAPCH, UNSW and PRC CONSORTIUM AND DELIVERY PARTNERS

Karitane is pleased to be leading this work with a national consortium that includes members of the Australasian Association of Parenting and Child Health (AAPCH), Parenting Research Centre (PRC) and University of NSW. The Consortium will also be working with key sector stakeholders to complement existing Perinatal Infant Mental Health services across Australia and bring about improved, system-wide collaboration and easier care navigation for parents and health care professionals. We will be collecting data and information as part of the roll out of this program.

ABOUT KARITANE

Karitane is a leading not-for-profit provider of parenting support services based in NSW. We support parents with children from birth to five years around sleep and settling, establishing routines, feeding

and nutrition, toddler behaviour and pre and postnatal anxiety and depression. Karitane delivers this support through residential services, parenting centres, integrated care hubs, community programs, perinatal infant mental health clinics, specialised toddler behaviour clinics and leading-edge virtual care services. We have a centralised intake system where all referrals are triaged and allocated to services that best meet clients' needs.

OUR CARE

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

OUR VISION

Leaders in early parenting services that empower families and children to be confident, safe and resilient.

OUR MISSION

To provide accessible, evidence based services that support families to parent confidently. Through research, advocacy and collaboration we promote excellence in our care across a diverse community.

SUPPORTING OUR PEOPLE

Karitane is an accredited family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox Reward, Recognition and Well-being program and discounted gym membership. We also offer generous salary packaging and meal-entertainment benefits. If you work within NSW Health Services or other affiliated health organisations you can transfer your leave entitlements to Karitane.

OUR VALUES

Respect - Our Relationships

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family and child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

Innovation –Our Future Focus

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

Collaboration - Our Partnership Approach

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

Excellence - Our Standard

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

MAIN DUTIES AND RESPONSIBILITIES

1. Enable Intake, Screening, and Triaging and Allocation of families to local services

- To work within the National 'Perinatal Infant Mental Health Connect and Care model of care.
- To take referrals from GPs, other health professionals and individual clients through a 1300 line and other appropriate place-based service entry points.
- To discuss with the person their needs, undertake screening and assessment to direct clients to appropriate services within the state/territory.
- To source direct support and help, this includes wider services and activities that may help to promote Clients' health, wellbeing and case management to point of connection with appropriate service/support.
- To ensure that allocated Clients access services available in the community – both free and where charges apply - based on the navigator's detailed knowledge of the relevant access arrangements, eligibility criteria and applicable to the client's needs, personal resources and individual circumstances.
- The navigator will work alongside a small team of administrative support and Aboriginal Liaison Officers to extend their reach, capacity and culturally appropriate support.
- To provide the person and their carer where appropriate with a plan on what is recommended and how to access it. This is copied to the GP and any other professionals involved in the Client's care.
- The navigator will be expected to develop their knowledge of local services, using existing databases and developing links with service providers, keeping up-to-date with service changes and developments.
- The navigator will also play as a resource to other health professionals acting as a single point of contact for advice on referral options, pathways and eligibility.

2. Co-ordination and integration

- Navigators will liaise with a range of multi-disciplinary professionals who are involved in a Clients' care, ensuring a smooth and coordinated approach, especially where multiple agencies are involved.
- Actively participate in practice level multidisciplinary team meetings.
- Navigators should be able to identify when there is a need for urgent action or for a step-up in care and alert the relevant professional. Identification and safe management of clinical risk/child protection/domestic violence through appropriate escalation pathways.

3. Record keeping and project evaluation

- The navigator will be expected to keep accurate and up-to-date records of their contact with clients, (relevant training will be provided).

- Navigators will gather, record and collate information, including case studies, in a prescribed format in order to demonstrate the impact of the service.
- The navigators will be expected to contribute towards the development of the project, attending meetings and doing presentations as requested by their line manager.
- Navigators are in a key position to identify opportunities and gaps in services. They will feed back information on this as well as service quality and accessibility.

4. General responsibilities

- The navigator will work collaboratively with the other navigators, supporting each other and meeting regularly as a team.
- The navigator will take part in National PIMHS Connect and Care events and activities as agreed with your line manager.
- The navigator will be expected to establish strong links with other Care Navigator peers, consumers and referring agents and contribute to the wider aims and objectives of the organisation.

5. Core skills and capabilities for PIMHS Care Navigators

- Assessment formulation engagement and communication.
- Ability to undertake a comprehensive perinatal-specific biopsychosocial assessment.
- Ability to use the formulation to plan treatment, incorporating the unborn child/infant and the perinatal context.
- Ability to coordinate across different agencies and/or individuals.
- Ability to undertake risk assessment and management including safeguarding.
- Ability to collaboratively engage clients with the treatment model with an awareness of barriers to engagement.
- Computer literate, able to use email, the internet and web searches as well as standard applications and databases.
- Experience of person-centred care planning.
- Excellent communication skills, both verbal and written; able to supply reports as required.
- Ability to collect data efficiently in order to provide statistical evidence for analysis.
- Can demonstrate an approach to gaining knowledge of local services.
- Respectful, collaborative and able to build relationships with people from a wide range of backgrounds.

UNIVERSAL STATEMENT OF OBLIGATIONS EDUCATION AND PROFESSIONAL DEVELOPMENT

- Identifying knowledge in areas of improvement and pursue appropriate continuing education and clinical updating.
- Attend mandatory education in Fire, Manual Handling and any other training courses specified by management which will enhance personal development and productivity requirements.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

CLINICAL AND/OR CORPORATE GOVERNANCE

- Identifying the needs of clients, visitors and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

CODE OF CONDUCT

- Adhere to the Ministry of Health NSW Code of Conduct and CORE values.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY:-

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy
- Assist with the security of the building through the correct handling of keys.
- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.

- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/potential for aggressive episodes.
- Assist management in the creation and maintenance of a `zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of CALD.
- Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Be aware of the NSW Health Zero Tolerance Policy.

PERFORMANCE MANAGEMENT:

Performance appraisal will be carried out at three months and then annually with the Unit Manager.

EXIT INTERVIEW

- Participate in an Exit interview on termination.
- I agree to strictly observe the NSW Health Service's policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.
- As the incumbent of this position, I have read this Job Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with the policies and procedures of Karitane.

Employee: _____

Date: _____

Chief Executive Officer: _____

Date: _____

PIMHS Care Navigator / JOB DEMANDS CHECKLIST

PHYSICAL DEMANDS	FREQUENCY
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting and carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting and carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting and carrying: 16kg and above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Occasional
Hand and Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable

Driving - Operating any motor powered vehicle	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals Not	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Not Applicable
Touch - Use of touch is an integral part of work performance	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive and Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of Clients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent

PHYSICAL DEMANDS	FREQUENCY
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

STATEMENT OF PHYSICAL STATUS

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.

- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

Manager's Name: _____

Manager's Signature: _____

Date: ____ / ____ / ____