

Position Description

Client Support Officer (Wellbeing)

RFCS Gippsland provides free, confidential and independent planning and support services to farming and small rural businesses that may be experiencing financial difficulties.

RFCS Gippsland's primary objective is to assist clients to implement improvement plans for financial performance of their business as well as their personal wellbeing.

The position of Client Support Officer (CSO) provides support to clients that may need additional assistance and planning for their wellbeing.

A current driver's licence is essential, as frequent travelling will be required to support clients across south eastern Victoria. A company vehicle will be provided. Some after-hours work may be required and occasional overnight absences may occur for training, conference attendance and/or remote client visits.

The CSO Wellbeing position is a funded position until 30 Jun 2021.

If you join our team, you will have:

Personal effectiveness | Demonstrated ability to manage and adjust work to achieve goals; accept responsibility for mistakes and learn from them; always displaying respect and courtesy to others

Team effectiveness | Collaborative approach for information, learning and effort; understanding and appreciation of diversity in the workplace, capability to work with others to reach common goals; support and building positive and constructive relationships; communicate clearly and concisely ensuring messages are understood; ability to express ideas clearly, listen effectively and provide feedback constructively.

Organisational effectiveness | Understanding of how an individual's role and work contributes to achieving organisational goals; ability to think ahead and plan accordingly.

Our Values:

	Demonstrated behaviour
RESPECT	We show respect by treating everyone with dignity; expressing genuine care and concern for others; and having an appreciation that all people and circumstances are different.
INTEGRITY	We treat everyone with honesty and fairness in a professional and engaging manner; we take responsibility for our actions.
TRUST	We build trust by being open, honest, respectful and reliable with each other and with our clients.
ACHIEVEMENT	We are an inclusive organisation recognising the contributions and achievements of everyone involved in our organisation's success.
COMMUNICATION	We value the opinion of others and commit to fostering a culture of open and honest communication and transparent and fair decision making.

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Responsibilities of the Role:

- Engage with our clients to provide options of wellbeing support; promoting local health & wellbeing service providers and products.
- Assist clients with accessing online services (training and support as well as technology can be provided).
- Support clients to increase their ability to fully develop tools and strategies to participate in their ongoing wellbeing improvement; develop their skills to self-manage their lifestyle and wellbeing
- Establish and maintain collaborative networks and partnerships with internal and external stakeholders to promote referral process.
- Management of client cases, crisis intervention including risk assessment, care coordination, advocacy, supportive counselling, referral and evaluation of options and services to meet client’s needs.
- Assist [internal] financial counsellors to provide a holistic client support service.
- Support [internal] financial counsellors with wellbeing and self-care practices.
- Regularly report on client support activities to identify any emerging issues or gaps in services for evaluation purposes.
- Initiate, develop, implement and coordinate programs and events for the health and wellbeing.
- Provide level of care 1-2 and follow the guidelines proposed by the Australian Department of Health, National Initial Assessment and Referral for Mental Healthcare Guidelines, 2019

Level of Care 1 Self Management	Level of Care 2 Low Intensity	Level of Care 3 Moderate Intensity	Level of Care 4 High Intensity	Level of Care 5 Acute and Specialist
<p>Typically no risk of harm, experiencing mild symptoms and/or no/low levels of distress- which may be in response to recent psycho-social stressors.</p> <p>Symptoms have typically been present for a short period of time.</p> <p>The individual is generally functioning well and should have high levels of motivation and engagement.</p>	<p>Typically minimal or no risk factors, mild symptoms/low levels of distress, and where present, this is likely to be in response to a stressful environment.</p> <p>Symptoms have typically been present for a short period of time (less than 6 months but this may vary).</p> <p>Generally functioning well but may have problems with motivation or engagement. Moderate or better recovery from previous treatment</p>	<p>Likely mild to moderate symptoms/distress (meeting criteria for a diagnosis).</p> <p>Symptoms have typically been present for 6 months or more (but this may vary). Likely complexity on risk, functioning or co-existing conditions but not at very severe levels.</p> <p>Also suitable for people experiencing severe symptoms with mild or no problems associated with Risk, Functioning and Co-existing Conditions</p>	<p>A person requiring this level of care usually has a diagnosed mental health condition with significant symptoms and/or significant problems with functioning.</p> <p>A person with a severe presentation is likely to be experiencing moderate or higher problems associated with Risk, Functioning and Co-existing Conditions.</p>	<p>A person requiring this level of care usually has significant symptoms and problems in functioning independently across multiple or most everyday roles and/or is experiencing:</p> <ul style="list-style-type: none"> • Significant risk of suicide; self-harm, self-neglect or vulnerability. • Significant risk of harm to others. • A high level of distress with potential for debilitating consequence.
Evidence based digital interventions and other forms of self-help	Services that can be accessed quickly & easily and include group work, phone & online interventions and involve few or short sessions	Moderate intensity, structured and reasonably frequent interventions (e.g., psychological interventions)	Periods of intensive intervention, typically inc. multi-disciplinary support, psychological interventions, psychiatric interventions and care coordination	Specialist assessment and intensive interventions (typically state/territory mental health services) with involvement from a range of mental health professionals

Australian Department of Health, National Initial Assessment and Referral for Mental Healthcare Guidance, 2019

Personal skills: Empathy & compassion; appreciation of farming and rural community issues.

Training, Skills & Experience:

- Relevant experience in case management, counselling and wellbeing support; and/or experience in healthcare industry.
- Qualification in social services, health desirable but not mandatory;
- Highly developed written and verbal communication skills and excellent interpersonal skills, especially the capacity to work collaboratively with multiple stakeholders

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- Demonstrated ability to comprehend complex and specialised issues and communicate them in a user-friendly manner
- Demonstrated high level of self-motivation and personal management skills, including effective time management, ability to work autonomously, strategies to successfully balance priorities, and positive self-care
- Current Senior First Aid Certificate and Mental Health First Aid (or willing to obtain)
- Current valid drivers licence, with access to a company vehicle.

The position plays a critical role in supporting internal staff to maintain their own wellbeing.

Benefits:

- Salary packaging to reduce your taxable income by up to \$15,899 (maximum benefits for non-for-profit organisations)
- Flexible work environment
- Supporting team environment

Direct Manager: Senior Counselling Coordinator

Police Checks:

The successful applicant will be required to undergo a police check as part of the selection process.

The suitability of applicants to perform the role may depend on the results of a criminal history check performed by the relevant police authority.

Selection process:

Applicants should submit a covering letter addressing role responsibilities, supported by a resume with details of work history, experience and qualifications.

At interview, applicants will be asked to demonstrate competencies required to perform this role.

Salary

Range [\$88,000 - \$100,000] depending on qualifications and experience, plus superannuation.

This job description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role. Duties may be varied and or amended from time to time.

Kylie Holmes
Executive Officer
RFCS Gippsland [November 2020]