



Our Vision: People who experience mental illness and addictions living well.

Our Mission: To contribute positively to the recovery of people who experience mental illness and addictions through the provision of quality community services, social housing and by supporting mental health sector development.

Job Description

Title: Complex Case Coordinator

Department: Community Integration Service

Location: 334 Lincoln Road, Christchurch

Reports to: Team Leader, Community Integration Service (CIS)

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

Functions:	Key Responsibilities:
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 Comcare's 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
Honouring te Tiriti o Waitangi	<ul style="list-style-type: none"> • Develop approaches for partnering with mana whenua, Māori with lived experience of mental health and addiction services and their whanau • Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities

<p>Development</p>	<ul style="list-style-type: none"> Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position Over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance their skills, knowledge and abilities. As a consequence 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
<p>Health and Safety</p>	<ul style="list-style-type: none"> Proactively support and follow our Health and Safety programmes, Policies and Procedures, Ensure services are delivered in line with Comcare’s Health and Safety Policies and Procedures, Ensure the Wellbeing of Comcare’s clients, tenants and staff are at the forefront of any decision taken, Assess and mitigate and manage risk, including no cultural harm, Ensure accidents and incidents in the workplace are reported in a timely manner.
<p>Anei ā mātou whanonga pono / Our Values</p>	<div data-bbox="613 930 805 1171">  <p>We Statement ‘We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.’</p> </div> <div data-bbox="621 1241 805 1482">  <p>We Statement “We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.’</p> </div> <div data-bbox="621 1551 805 1793">  <p>We Statement “We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust.’</p> </div>

	<div style="text-align: center;">  <p>We Statement 'We support the mana of each other through respect, collaboration and communication.'</p> </div> <div style="text-align: center; margin-top: 20px;">  <p>We Statement 'We protect and preserve taonga for whānau and generations to follow.'</p> </div>
<p>This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.</p>	

Person Specification
<p>Qualifications / Background:</p> <ul style="list-style-type: none"> • National Certificate in Health and Wellbeing level 4 (or equivalent Level 4 Qualification relevant to social service provision) <p>Experience / Knowledge / Skills:</p> <ul style="list-style-type: none"> • A good level of literacy required for planning and documentation • Time management • Problem solving/ solutions focused • High level attention to detail • High level of organisational ability • Full current Drivers Licence • Well-developed in the area of communication and interpersonal skills • Clear boundaries • Professional yet approachable • Outgoing • Values people • Positive attitude • View all people as having potential for change



- Confident in own skill set

Desirable:

- Two years' experience in mental health field
- Canterbury-based experience and knowledge of specialist mental health services functioning
- NGO experience
- Understanding of recovery principles and strengths approach
- Creative thinker
- Evidence of good working relationships across range of colleagues / clients
- Understanding of issues with mental health such as stigma and discrimination.

Date: Jan 2025

Signed by:

Date:

Employee:		
Employer:		