

Service Navigator

- **Mascot location / Working from Home Available**
- **Close to train station!**
- **Salary packaging available**
- **Full time position.**

About us

Central and Eastern Sydney PHN is a Not-For-Profit Primary Health Care Organisation covering Sydney Local Health and South Eastern Sydney Local Health District regions.

Our aim is to increase the efficiency and effectiveness of primary health care services for patients particularly those at risk of poor health outcomes; and improve coordination of care.

PHNs are new and exciting additions to the primary health care landscape. You can find out more about this PHN at www.cesphn.org.au.

Purpose of Role

The Service Navigator role was implemented to improve integration of local health services and make the health system more accessible for people with severe mental illness who are not supported by the NDIS. Supporting consumers to navigate the health system can improve service usage and support timely access to appropriate services to meet their psychosocial, clinical and physical needs – promoting multi-agency care.

The Service Navigator will assist with referral and intake to services commissioned by the PHN, and other services, for people with severe mental illness who meet the following criteria:

- Existing and new clients of Commonwealth psychosocial support programs who are not supported by the NDIS; and
- Consumers, their families and carers seeking information on available services within the region.

The CESPHN Service Navigator will also be responsible for the Information Line for Psychosocial Services, providing information to consumers and providers, as well as provision of referrals, for mental health services commissioned by CESPHN, community services, and NDIS access pathways.

Key Responsibilities

- Act as the initial contact for information and referral to CESPHN Information Line for Psychosocial Services
- Establish coordinated referral processes to support consumer access to psychosocial, clinical, and primary health care.
- Assess individual consumer mental and physical health needs against available services to ensure all eligible service information is provided to consumers, their families and carers to assist the consumer access health care.
- Ensure all referrals and associated data are processed accurately and efficiently within allocated timeframes.
- Work with service providers to integrate processes for routine information sharing with consumers, families and carers on eligible services as part of the intake and referral processes.
- Develop and distribute up-to-date and detailed information resources for service providers to assist consumers to access relevant local health services, including General Practitioners (GPs), as well as community support services focussed on housing, employment, education, family support and financial matters.
- Actively engage health professionals, including GPs and Aboriginal Community Controlled Health Services (ACCHS) to provide information on health and other support services for which consumers with severe mental illness and associated psychosocial disorders may be eligible within the region.

- Work closely with NDIS Local Area Coordinators (LACs), Local Hospital Networks (LHNs) and local service, to gather and disseminate information and identify service gaps. This will include attending internal and external meetings and events.
- Develop governance arrangements to support regular, ongoing engagement with LHNs and LACs on referral pathways, available supports, service gaps and emerging issues.
- Engage in training and educational programs within the areas of NDIS, primary health care, mental health service delivery and community sector development to promote and educate referring organizations and consumers.
- Ensure consumers' rights are protected, adhering to legislative and regulatory compliance
- related to privacy and confidentiality.
- Work with Service Navigators in other PHNs to share information on strategies and innovations that are associated with improved consumer outcomes.
- Work closely with the Department of Health's Psychosocial Support team and CESPHN Severe Mental Health Team on the implementation of this measure.

Selection Criteria - Essential

- Tertiary qualifications in a health-related field as well as relevant experience in mental health and suicide prevention;
- Sound organisational skills with proven ability to work autonomously as well as a member of a high performing team;
- Proven high level written, verbal and electronic communication skills, and ability to successfully manage communications across a decentralised organisation;
- Demonstrated ability to effectively engage a wide range of stakeholders including the Local Health Districts, non-government organisations, community organisations, universities, clinicians, and the public; and
- Comprehensive knowledge of Microsoft Office based computing applications e.g. Excel, Word, Database, Power Point, Client Information Management Systems, SharePoint, Outlook etc.

Selection Criteria - Desirable

An understanding of the primary health care environment and experience in communicating with health care professionals and consumers within CESPHN boundaries. You must address the criteria in your cover letter and send your cover letter and resume to: recruitment@cesphn.com.au

Closing date: 30 October 2020

If you have any questions about the role contact **Terry Cayley 1300 986 991**.

CESPHN is an equal employment opportunity employer committed to equity, diversity and social inclusion. Applications are encouraged from Aboriginal and Torres Strait Islander people.

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INFORMATION
AND TO DOWNLOAD THE
POSITION DESCRIPTION**