



NDIS & Health Integration Navigator



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Position Overview

Position Title

NDIS & Health Integration Navigator

Team

Home & Healthy

Reports to

Team Leader

Line Manages

N/A

Employment Status

Fixed Term, Full Time

Hours of Work (per week)

38 hours per week

Classification/Award

Level 5, SCHADS 2010

Talkin

Team Leader

Based at

West End

Backup when absent?

Team

Home & Healthy Program

Home & Healthy is part of the Commonwealth Psychosocial Support program. It is funded by the federal Department of Health through the Brisbane South Primary Health Network to support participants who are experiencing severe mental illness with reduced psychosocial functioning and are homeless or at risk of homelessness. Participants are supported to identify and develop recovery and accommodation goals, to connect with other clinical and non-clinical services and to build their capacity for improving and maintaining their health and wellbeing.

Micah Projects is delivering the Psychosocial Support Program in partnership with YFS and IUIH across Brisbane South, Redlands, Logan and Beaudesert.

Position Description

As a Service Navigator you will...

Collaborate with GPs and service providers to identify and support vulnerable participants who are homeless or at risk of homelessness to apply for NDIS if they wish to do so while also building the capacity of GPs and providers to better understand and engage with the NDIS and provide an integrated, holistic health response

Interactions and Relationships

External

- PHN-commissioned services
- GPs, Specialists, Hospitals
- Community organisations
- Participants
- Family and Carers

Internal

- Service delivery team members across the organisation
- Organisational Services
- Other Micah Projects Teams

Partnerships

- Brisbane South PHN
- YFS
- IUIH

Key Responsibilities

- Partner with relevant key stakeholders to identify and support the most vulnerable residents to apply for NDIS if they wish to do so.
- Support other service providers to improve their understanding of NDIS processes and referral pathways to address participants' longer-term social, health and housing needs.
- Work with staff to provide integrated health care by identifying appropriate referral pathways, supporting vulnerable patients to connect with services and supports.
- Work with team leader to identify and engage with GPs in hard-to-reach areas of Brisbane South PHN region to develop integrated health response for vulnerable, complex patients that do not have other supports in place.
- Support team members with navigating the NDIS process and preparing applications as required.
- When required, undertake outreach to meet and complete intake with people who have been referred by identified GPs.
- Support participants to identify their immediate needs, working with them and other stakeholders to address crisis and making urgent referrals for additional support as required.
- Maintain regular case reviews with GPs to ensure emerging issues are addressed as soon as possible and the participant feels supported while transitioning to longer-term support.

- Undertake a CANSAS Needs Assessment with participants at commencement and conclusion of support, identifying Unmet Needs as the issues to address during the NDIS and Health Integration response.

Where support is extended:

- Support participants to identify their needs and co-create an Action Plan to achieve goals, using the Critical Time Intervention Model to guide timeframes and undertake a CANSAS every 90 days for the duration of their support.
- Maintain regular contact with participants commensurate with their changing needs in their preferred manner i.e. face to face, telephone, Zoom/Teams.
- Work one-on-one with participants to resolve issues and build their capacity for improved knowledge, self-confidence, and independence.
- Assist participants to connect with clinical and non-clinical services that will support achieving their goals and improve their health and wellbeing.
- Assist participants and collaborate with housing providers to resolve tenancy issues and/or address homelessness.
- Collaborate with other stakeholders to ensure coordinated, planned support that meets the participants' needs across service systems.
- Work with participants and their clinical supports to compile evidence and lodge a NDIS application.
- Support the participant to improve social connections.
- Develop an exit/transition framework with the participant.
- Manage the prompt engagement of participants referred to the Rapid Response component of the service and manage a longer-term case load of no more than 5 participants.
- Maintain entry of mandatory Primary Mental Health Care Minimum Data Set information and CANSAS as per Department of Health and Primary Health Network requirements.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Commitment to child and vulnerable adult safeguarding.
- Perform other duties as assigned by Supervisors.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

Key Challenges

Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Managing a workload with deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

Criteria and Conditions

Criminal History Screening

- ☒ National Police Certificate ☐ Blue Card
☒ Yellow Card ☐ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone ☒ Pool Vehicle ☐ Packaged Vehicle

Essential

- Cert IV, Diploma or Degree qualification or a combination of experience, expertise, and competence in providing support and case coordination to people with complex needs
- Demonstrated engagement and interpersonal skills particularly with those in crisis situation and who are homeless or at risk of homelessness
- Demonstrated knowledge of disadvantage, poverty, health inequities, mental illness, homelessness and complexity in our community.
- Demonstrated ability to use effective communication skills both verbal and written.
- Demonstrated ability to advocate with both community and government services, document information accurately and in a timely manner.
- Demonstrated ability to coordinate with multiple stakeholders.

- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

Desirable

- Experience working with people experiencing mental illness and associated functional impairments.
- Knowledge of the NDIS and its requirements – application, planning, implementation

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____

Document History**Version Number** 01**Original Date** October 2017**Revised Date** March 2023