

Health Response Nurse- Commonwealth Psychosocial Support (CPS)

position number	
status	Full Time, Fixed term (FT)
network	Services
agreement	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 - 2024
classification	Community Health Nurse (ZJ1) This is an 8-month maternity leave position
reports to	CPS Program Facilitator

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs and on the East Coast of Tasmania. Our work is guided by our Strategy 2025–2035, a bold pathway toward our vision of healthy communities, healthy people.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality. Our aspiration is for healthier communities where everyone – regardless of background or geography – can access quality care and experience better health and social outcomes.
our organisation	<p>cohealth is driven by a 10-year strategy shaped by over 900 coworkers, clients, community members, and partners. We aim to be the exemplar of place-based, integrated, person-centred care that empowers individuals and communities across Australia. To achieve this, we are focused on three strategic objectives:</p> <ul style="list-style-type: none"> • Demonstrating the value of the cohealth model • Enhancing the sustainability and resilience of our organisation • Scaling our impact <p>Our work is underpinned by five key enablers: people and culture, community connection, partnerships, ways of working, and infrastructure</p>
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.



**diversity and
inclusion**

We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click [here](#)



network overview

Services Network

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, and northern and western suburbs.

position overview and purpose

The Health Response Nurse is a vital role in the Commonwealth Psychosocial Support program (CPS) and aims to improve the physical health and wellbeing outcomes for people living with severe and persistent mental illness through evidence based and collaborative care.

The role leads the physical health response for consumers engaged in recovery support with the CPS team, which is made up of Mental Health Recovery Coaches and Peer Recovery Coaches and sits within the Community Mental Health Pathways cluster.

The Health Response Nurse provides care to CPS consumers who are over 16 and live in or have links to the western Melbourne region including the LGA's of Brimbank, Hobson's Bay, Maribyrnong, Melton, Wyndham local government areas. Working collaboratively with CPS Recovery Coaches and their consumers at various cohealth locations including Footscray, Werribee and Melton offering onsite health clinics or through outreach appointments that maybe homebased or in the community.

Using a strengths-based, person-centred approach and utilising the Collaborative Recovery Model Framework and tools the Health Response Nurse collaborates with consumers, CPS Recovery Coach, carers/families and other service providers, to optimise health and wellbeing outcomes. This is achieved by identifying a consumers physical health need and their goals, through a detail Health Needs Assessment followed by the development of a meaningful person-centred goal plan.

The Health Response Nurse increases consumers health literacy and self-advocacy skills to foster sustainable change in their lives. Providing secondary consults to the CPS Recovery Coaches, translate medical jargon and convey the significance of health conditions and urgency of interventions to non-medical team members.

This role reports to the CPS Program Facilitator, remaining connected with the cohealth nursing network to access training and updates that informs best practice. The role also requires strong working relationships that involves engagement with multidisciplinary teams. Maintaining ongoing engagement with internal and external stakeholders to increase the familiarity and safety for consumers when referring to external agencies, needing an understanding of the broader mental and physical health service sector.

The role is funded by the North Western Melbourne Primary Health Network and has been developed over the past 6 years and originated from the Integrated Chronic Care pilot program.



key accountabilities

Direct Service Delivery

- Provide high-quality person-centred care that is responsive to the needs of consumers who are eligible and actively engaged in the Commonwealth Psychosocial Program and which balances health promotion with dignity of risk
- Develop positive working relationships with consumers, carers/family so they feel safe to talk about and work on their physical health goals and are empowered to engage in improved self-management.
- Support consumers and CPS Recovery Coaches navigate the barriers to engaging with the mainstream health system.
- Educate, coach and support consumers, carers/family to build their health advocacy and literacy skills.
- Complete comprehensive health screening with consumers and make appropriate referrals and connections to internal/external services and supports.
- Provide secondary consults to consumers with complex physical health conditions and or when multiple health agencies are involved to streamline supports and services.
- Confidently translate medical jargon and clearly convey levels of urgency and complexity to non-medical colleagues working with shared consumers.
- Establish and maintain effective working with relationships with key stakeholders across the region, building referral pathways inclusive of physical and mental health which promote greater self-management and community participation
- Maintain and complete consumer information and statistical/program records utilising cohealth's Trackcare system in a timely manner.

Team Support

- Provide a flexible and integrated service response that meets consumer need which may include working on sight at one of 3 CPS locations (Footscray, Werribee and Melton), off site and outreach to consumers home and the community.
- Provide secondary consultations to CPS Recovery Coaches sharing skills, expertise and knowledge, referral pathways and linkages particularly relating to the physical health needs of consumers.
- Actively participate in program activities and contribute to the development and implementation of local work instructions, processes and procedures to ensure high quality, safe and consistent service delivery.
- Support the team to better understand and navigate the mainstream health care system.
- Work collaboratively with the consumer, carer/family and their CPS Recovery Coach and contribute to the development of a Goal Directed Care Plan that is inclusive of their health needs and interventions, utilising the CRM framework and coaching principles.

<p>Other</p>	<ul style="list-style-type: none"> • Build and maintain strong working alliances across the CPS team and with internal and external stakeholders to increase service quality and improved health and mental health outcomes for consumers. • Attend and actively participate in monthly Team Meetings, Reflective Practice Sessions, and monthly Supervision with Program Manager. • Undertake discrete initiatives that increases the efficiencies and effectiveness of the program, improved service delivery and quality while enhancing outcomes for consumers. • Contribute and provide feedback to the Program Facilitator for inclusion in monthly and quarterly reporting requirements. • Contribute to the achievement of all contractual KPI's, targets and reporting requirements. • Maintain professional development and knowledge of current health trends and apply to direct care services as required. • Maintain a working knowledge of National, State and Local Government policies and legislation, Health Acts and reform agendas and services to best inform direct care with consumers
<p>culture and teamwork</p>	<ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values.
<p>quality and continuous improvement</p>	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures. • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Services Network, and ensure compliance with documented procedures and processes.
<p>health & safety compliance</p>	<ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers). • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment. • Take corrective action to remedy safety hazards or risks and restore a safe working environment

position requirements

- AHPRA Registered Nurse
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category C to be produced for sighting upon request

key selection criteria

- Must be a current hold AHPRA registration as a Registered Nurse (Division 1) and provided registration documentation
- Experience in delivering a comprehensive Health Needs Assessment and identifying goals.
- A sound understanding of comorbidities affecting consumers experiencing mental ill health and who may present with a high level of complexity, vulnerability and disadvantage.
- A demonstrated understanding of the barriers to care consumers with mental health experience when attempting to access supports and services particularly relating to their physical health.
- Demonstrated experience in the successful use of chronic disease management promoting self-management and goal setting utilising a person-centred strength-based approach and health literacy principles.
- Understanding models of care, psychosocial support and best practice evidence-based interventions, including the Collaborative Recovery Model.
- Ability to work in a strengths-based framework to facilitate consumer choice.
- Ability to work collaboratively with the team and a range of internal and external stakeholders to ensure the provision of quality services.
- Excellent verbal and written communication, appropriate IT skills and experience with electronic client management systems.
- Knowledge of the CPS Program and contract requirements and deliverables as well as an understanding of the MH&W act and Victorian MH& Wellbeing system reform.
- Strong belief and personal alignment in cohealth Values and Mission.

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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owner:	
review date:	
approved by:	