

**South Australian Public Service
JOB AND PERSON SPECIFICATIONS**

Defence SA actively promotes flexible working arrangements and values diversity in the workplace.

Title of Position: Partnership Hub Coordinator	Administrative Unit: Defence SA
Classification Code: ASO5	Branch: Veterans SA
Discipline Code:	Section:
Career Code:	
Type of Appointment:	Position Number: TBA
Ongoing	Position Created:
Temporary (term)	
Other	

Job and Person Specification Approval

All excluding senior positions

..... /.....
CEO or delegate

JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to the organisation’s goals (its expected outcome and how it is achieved).

The Jamie Larcombe Centre (JLC) is a veterans’ mental health facility located at the Glenside Health Services Campus. Co-located with the JLC is a Partnerships Hub.

The Partnerships Hub is intended as a location to connect the right services and support programs for veterans and their families at the time they need it.

The Partnership Hub operates within a larger ecosystem of state government and ex-service organisation (ESO) services, and will have a key collaborative role with the Veteran Wellbeing Centre (VWC) when it opens in April 2021.

- The Partnerships Hub Coordinator is responsible for:
- Coordinating the presence of ESO organisations and other support services on-site as required;
 - Connecting veterans and their families, through referrals, to the support and enabling services they need;
 - Work closely with the JLC and Veteran Health Advocate to offer non-clinical support to JLC in- and out-patients; and
 - Undertake facility and site management of the Hub and surrounding Memorial Garden in consultation with the Southern Adelaide Local Health Network.

The Partnerships Hub Coordinator will work collaboratively with the Project Manager, VWC and Department of Health and Wellbeing representatives to embed the

governance, operational processes, procedures and referral pathways to ensure the effective functioning of the Partnerships Hub as well as ensure alignment with the VWC.

2. Reporting/Working Relations (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation).

The Partnerships Hub Coordinator reports to:

- Director, Veterans SA
- Works collaboratively with staff at the Veteran Wellbeing Centre

3. Special Conditions (such as non-metropolitan location, travel requirements, frequent overtime, etc.)

Some out of hours work may be required. Intrastate and interstate travel may be required by exception.

Appointment is subject to a satisfactory Background Screening and National Criminal History Check, obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.

The incumbent will be required to undertake training in Mental Health First Aid and Suicide Prevention

A current unrestricted motor vehicle driver licence is essential

The incumbent will be required to participate in the Veterans SA Performance Management Program

The incumbent may be required to be assigned to other positions at the same remuneration level across the agency

4. Statement of Key Outcomes and Associated Activities (group into major areas of responsibility/activity and list in descending order of importance).

Under limited direction connect veterans, their carer's and families to effective and appropriate services by;

- Maintaining an up to date, expert knowledge of the services available to veterans and their families, including ESOs, clinical services and other crisis services within South Australia.
- Greeting veterans and their families, listening to their situation and providing them with information about available services and effectively linking them to the service either in person or via telephone
- Identifying crisis and emergency situations and responding appropriately.
- Manage all aspects in regards to running the site including all administration and records management, and collection of de-identified data to respond to the evolving needs of the veteran community.

Promote the operations of the Hub and VWC by:

- Identifying and acting upon opportunities to promote the services operated out of the Hub and VWC to the Veteran community including developing promotional materials in consultation with the agency communications team.
- Identifying opportunities for collaboration across the South Australian community to ensure the right suite of support/services are available to veterans and their families
- Identifying opportunities to educate support organisations of the unique needs of veterans and their families

Develop and maintain relationships with stakeholders by:

- Building rapport with veterans and their families quickly and effectively
- Ensuring the highest standards of confidentiality are maintained regarding the receipt and nature of enquiries, responses, bookings and referrals received from client services
- Building and maintaining relationships with military units, state government agencies, ex-service and other support organisations and their representatives to enable referrals and/or support for veterans and their families
- In consultation with Director Veterans SA, identifying and building relationships with organisations that may be interested in a physical presence would be beneficial at the Hub
- Acting as a key liaison between ex-service organisations to assist with building relationships within the Hub
- Assist the Project Manager, VWC to identify gaps in services for both the Hub and VWC as well as facilitating and encouraging collaboration between organisations

Contribute to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.

Acknowledged by Applicant /...../.....

PERSON SPECIFICATION

Essential Minimum Requirements

(Those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

(Include only those listed in Commissioner's Standard 2-Quality Staffing, Attachment C as an essential qualification for the specified classification group)

- Not applicable
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Personal Abilities/Aptitudes/Skills

(Related to the job description, and expressed in a way which allows assessment)

- Highly self-motivated with an ability to engage with a variety of stakeholders, some of whom may present with active mental health symptoms
 - Ability to work collaboratively with clients and stakeholders including veterans at various levels of recovery, their carer's and families, ex-service organisations and clinicians to build relationships and achieve results
 - Ability to make administrative and procedural decisions and judgements on sensitive, confidential issues.
 - Ability to work effectively and efficiently remotely from the Veterans SA team and manage time and other resources
 - High level of both verbal and written communication skills with a variety of stakeholders.
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Experience

(Including community experience)

- Demonstrated experience in working with clients in a connection liaison role
 - Experience managing an office and overseeing daily operations in a workplace
 - Experience in the provision of social support services to support client psychosocial wellbeing
 - Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Conduct, EEO and cultural inclusion.
 - Experience in the development of policies and procedures within social support organisations
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Knowledge

- An understanding of and ability to work to the spirit and principles of the Premier’s Safety Commitment and the legislative requirements of the Work Health and Safety Act 2012
- Knowledge of available resources and organisations that can support Veterans and their families’ wellbeing.

DESIRABLE REQUIREMENTS (To distinguish between applicants who have met all essential requirements).

Educational/Vocational Qualifications

(Considered to be useful in carrying out the responsibilities of the position)

- Qualifications in public health, community services, social work or counselling

Personal Abilities/Aptitudes Skills

(Related to the job description, and expressed in a way which allows assessment)

- Not applicable

Experience

(Including community experience)

- Connections and understanding of the unique nature of military service – as a family member, own military service or experience working with the veteran community

Knowledge

- A knowledge of veterans’ organisations, the veteran community as well as community services and agencies.

Acknowledged by Applicant /...../.....
