Role Description
Mental Health Support Coordinator

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	People and Capability Command, Health, Safety & Wellbeing Command, Mental Health Support
Location	Surry Hills
Classification/Grade/Band	Clerk 7/8
ANZSCO Code	139914
PCAT Code	1121192
NSWPF Role Number	RD 983
Date of Approval	00/00/0000
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 17,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Mental Health Support Coordinator works closely with a team of Mental Health Clinicians and is responsible for the delivery of business compliance, audit, continuity and business planning focused on driving consistent practices to achieve optimal service delivery and outcomes. It is also responsible for identifying emerging trends and issues, implementing quality assurance programs and identifying and managing technological solutions to enable efficient and effective service delivery driving optimal business outcomes. The role also supports the NSWPF Early Access Treatment Initiative (EATI).

Key accountabilities

- Provide high quality advice, reporting and quality assurance services to the Mental Health Support team in line with the command management framework and reporting mechanism
- Audit the Mental Health Support team systems and processes regularly to ensure compliance, identify opportunities for improvement, business efficiencies and guide management in ensuring optimal service delivery to the field
- Promote best practices and manage projects and assignments, focusing on best practice and improvement to meet business needs
- Analyse, interpret data and prepare monthly reports against business plan targets to monitor the progress of business objectives
- Monitor and report on compliance with policies and legislation, quality assurance controls, and records management systems through the corporate framework and localised audit regimes
- Build and maintain effective working relationships and collaboration with Commanders/ Managers and other key stakeholders as a single point of contact for service delivery
- Identify and maintain technological systems that create business efficiencies and drive effective service delivery of the team
- Manage the systems and claims processes related to the NSWPF EATI program.

Key challenges

- Negotiate with key stakeholders to obtain support and acceptance of compliance and audit services, and to ensure that these services are undertaken in accordance with organisational and government requirements
- Maintain sound knowledge and understanding of quality assurance practices and initiatives, keeping abreast of current and emerging trends and legislative changes, and communicate these changes to stakeholders
- Managing competing priorities, workload and reporting requirements to ensure completion within required timeframes.

Key relationships

Who	Why
Internal*	
Commander/Manager	- Receive guidance and provide regular updates on key projects, issues, priorities and business objectives - Provide advice, discuss future direction and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions - Escalate sensitive issues

Who	Why
Work Team	• Support team and work collaboratively to contribute to delivery of business outcomes • Participate in meetings to represent work group perspective and share information • Information exchange
Clients/Customers	• Resolve issues if possible and escalate where necessary • Provides advice to enable outcomes/resolutions and negotiates to ensure compliance with legislation & policies • Information exchange
External	
Peak Bodies / Service Providers or Industry Groups	• Resolve issues if possible and escalate where necessary

Role dimensions

Decision making

The role has autonomy to make decisions regarding the coordination of the command/business unit's system of compliance, audit and planning. The role has autonomy to develop and recommend action and deliverables around quality assurance services and best practices.

Reporting line

• Manager - Mental Health Support - Clerk 11/12

Direct reports

• Nil

Budget/Expenditure

• Financial delegation in line with delegated authorities

Key knowledge and experience

• Experience working in a high demand service environment driving compliance and quality assurance
• Demonstrated experience relative to evaluation, monitoring and improving quality case management and service delivery in a government or mental health setting
• Experience in managing databases including incident and feedback systems.

Essential requirements

• Obtain and maintain the requisite security clearances for this position
• Tertiary qualifications or experience in mental health field or quality assurance and control
• Experience in Project Management with a record of achieving outcomes
• Current NSW drivers' license with clear driving record (at least 6 months).

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

Version Control

Version	Summary of Changes	Date
V1.0	New Role Description created for a new role (Based on RD 94 & RD 775)	30.06.2023

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
	PCC		PCC				