

Multicultural Mental Health Coordinator Role Description

Purpose of the Position

This position will be responsible for facilitating culturally responsive mental health care to consumers and their families from culturally and linguistically diverse (CALD) backgrounds within the framework of the *National Standards for Mental Health Services*, the *National Practice Standards for the Mental Health Workforce* and the *National Framework for the Implementation of the National Mental Health Plan in Multicultural Australia*.

The position will develop strategies to build the cultural competency of District Mental Health Services to respond to the clinical needs of people from CALD backgrounds presenting with mental disorders, to facilitate equitable access to available mental health services for people from CALD backgrounds within the catchment area, and develop and implement effective and appropriate mechanisms to ensure input from people from CALD backgrounds into the service's consultation, evaluation, planning and delivery processes.

Specifically the position will focus on:

- Clinically supporting the assessment, treatment and care of consumers from CALD backgrounds through a consultation and liaison role with clinicians within the service.
- Facilitating access to specialist services and resources through the Queensland Transcultural Mental Health Centre and local multicultural services and programs.
- Building the capacity of the service to enhance its cultural responsiveness through policies, procedure, education and development.
- Networking and liaison with local multicultural communities within the catchment area to monitor the profile of unmet mental health needs.
- Engagement with local multicultural groups and communities to facilitate mental health promotion and increase mental health literacy to facilitate equitable access to services.

Organisational Environment and Key Relationships

The position will be located at and managed by the district mental health service with strong links to the Queensland Transcultural Mental Health Centre. The Queensland Transcultural Mental Health Centre (QTMHC) is a state-wide service located at, and administered by, the Princess Alexandra Hospital and Health Service District. This Centre works in co-operation with

the Mental Health Branch, Area Health Services, District Health services, other government departments, and community organizations.

The Centre has state-wide responsibility for policy implementation and provision of support to District mental health services; it is the focal point for mental health issues of people from culturally and linguistically diverse backgrounds in Queensland, and nationally links with *Multicultural Mental Health Australia*.

The Queensland Transcultural Mental Health Centre will provide state-wide coordination and support to multicultural mental health coordinators through training and development, regular meetings, provision of relevant resources and peer support to ensure consistency of practice and to maximise outcomes. This will also include the sharing of information amongst the multicultural mental health coordinators across the state to facilitate efficient use of resources, sharing of best practice and minimisation of isolation.

Duties and Responsibilities

- Work in collaboration with team leaders and other key service staff in the development and implementation of plans, policies and procedures for the delivery of culturally responsive mental health care consistent with state and national policies and standards.
- Provide consultation to clinicians who are working with consumers from CALD backgrounds on issues relating to culturally appropriate service provision including information and resources, referral processes to relevant services or facilitation of access to appropriate cultural consultation.
- Provide or facilitate access to relevant training and development in relation to available resources, and cross cultural practice issues in working with consumers from CALD backgrounds.
- Develop networks through outreach and liaison with local multicultural groups and organisation and develop strategies to facilitate equitable access to services.
- Provide appropriate consultation and education to local multicultural groups and organisations.
- Participate and contribute to mechanisms and initiatives supporting the application of quality standards and improvements within the service ensuring transcultural mental health input.
- Provide and/or facilitate provision of expert advice to the mental health executive on issues relating to the developments in national and state policies affecting migrants and refugees and the implications for planning, evaluation and delivery of culturally sensitive and appropriate mental health services.