

# Position Description

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<b>Position title:</b>	<b>Community Mental Health Clinician</b>
<b>Portfolio/service:</b>	MWAMHS Area Mental Health Service NWMH
<b>Location:</b>	Harvester Clinic 4A Devonshire Road, Sunshine 3020 MWAMHS Area Mental Health Service NWMH
<b>Reports to:</b>	Central Community Team Manager, MWAMHS Area Mental Health Service
<b>Award:</b>	Victorian Public Mental Health Services Enterprise Agreement 2012-2016
<b>Classification:</b>	RPN 3, OT 2, SW 2 or Psychol 2
<b>Date of Review:</b>	July, 2016

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Melbourne Health is Victoria's second largest public health service, employing over 8,900 staff and managing over 1,400 beds. We provide comprehensive acute, sub-acute, general, specialist medical and mental health services through both inpatient and community based facilities through the following services: The Royal Melbourne Hospital – City Campus, The Royal Melbourne Hospital – Royal Park Campus, North Western Mental Health, and The Doherty Institute for Infection and Immunity. We provide one of the two adult major trauma services to the state of Victoria.

Melbourne Health provides services to the culturally diverse communities of northern and western metropolitan Melbourne, as well as providing general and specialist services to regional and rural Victorians as a tertiary referral service. All Melbourne Health services provide person-centred care. This ensures that the care received is timely, patients and family/carers are treated with respect, and that effective communication occurs with patients and family/carers about all aspects of care.

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## Melbourne Health's Vision

To be the first in Care, Research and Learning.

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## **Melbourne Health's Values**

- **Caring** – We treat everyone with kindness and compassion
- **Excellence** – We are committed to learning and innovation
- **Integrity** – We are open, honest and fair
- **Respect** – We treat everyone with respect and dignity at all times
- **Unity** – We work together for the benefit of all

## **Our Priorities**

Melbourne Health Strategic Plan 2015-2020 – Transforming Health is our plan for the future – one which we are committed to achieving together.

This position contributes to the achievement of the six Strategic Priorities, articulated in the plan:

1. Care and Outcomes
2. Patient and Consumer Experience
3. Innovation and Transformation
4. Workforce and Culture
5. Collaboration
6. Sustainability

## **NorthWestern Mental Health**

NWMH is a clinical service of Melbourne Health, and operates in partnership with two other metropolitan health services; Northern Health and Western Health.

**NorthWestern Mental Health (NWMH) provides a comprehensive, integrated range of services to people with a mental illness in North-Western Melbourne. A multi-disciplinary workforce of 1,800 staff provides services through four Area Adult Mental Health Services (Mid-West, Inner West, North West and Northern), an Aged Persons' Mental Health Program and a Youth Mental Health Service – ORYGEN Youth Health.**

Melbourne Health and NWMH are teaching health services and all clinical staff are actively involved in the fieldwork training of students on clinical placement.

## **Mid-West Area Mental Health Service**

Mid-West Area Mental Health Service (MWAMHS) provides a comprehensive range of specialist mental health services to people who reside in the local government areas of Brimbank, Melton and parts of Hume (Sunbury/Bulla)

Clinical Programs provided by the MWAMHS are as follows:

- Adult Community Services
  - Community Team Central (Brimbank & Sunbury)
  - Community Team Outer (Melton & parts of Brimbank)
- EMH/PARC/CL psychiatry
- St Albans Community Care Unit
- Adult Mental Health Rehabilitation Unit (AMHRU)
  - SECU Diversion
- Sunshine Adult Acute Psychiatric Unit (SAAPU)

## **The Adult Community Service**

NWMH's Adult Community Service provides assessment and treatment for adults aged 16 - 65 years who have a mental illness. Each of the integrated Community Teams within the Adult Community service will deliver services that:

- Promote a culture of hope;
- Promote autonomy and self-determination;
- Foster collaborative partnerships and meaningful engagement;

- Focus on strengths;
- Offer holistic and personalised care;
- Engage family, carers, support people and significant others;
- Promote community participation and citizenship;
- Are responsive to diversity; and
- Encourage reflection and learning.

### **Community Teams**

The Community Teams (Central & Outer) provide services to the relevant allocated catchment areas of Brimbank Melton and parts of Hume. Each Community Team comprises a Manager, Team Leader, Consultants, HMOs, and a multidisciplinary clinical workforce including nurses, social workers, occupational therapists, clinical psychologists, consumers and carers, who together undertake the following functions:

- Point of entry screening/review;
- Face-to-face assessment;
- Recovery/needs planning;
- Intensive service delivery;
- Targeted service provision;
- Review; and
- Transition planning

within a recovery-oriented integrated community mental health service model.

Further information on Melbourne Health is available at [www.mh.org.au](http://www.mh.org.au).

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### **Position Summary for Community Mental Health Clinician**

The position is within the Central Community Team based at Harvester Clinic in Sunshine, travel throughout the catchment area and across service sites will at times be required. The position is 40 hrs per week with morning and evening rostered shifts over a 7 day week. Consideration of availability and personal commitments is available to all rostered staff.

MWMHS provides treatment and a clinical case management service within an integrated model to adults who have a serious mental illness, inclusive of families/carers, and who live within the cities of Brimbank and parts of Hume. The catchment area has a high proportion of people from a non-English speaking background and a high concentration of people with a psychiatric disability.

Consumers and their family/carers will have access to care in the community to meet their needs and preferences, provided by an integrated Community Team in the relevant catchment area. Underpinned by a recovery-oriented approach, the Community Team will be responsible for providing the following specialist mental health responses:

- ***Crisis responses within the community;***  
Provide timely, appropriate, responsive and effective care to maintain safety, identify the needs and most appropriate service responses for newly presenting consumers in crisis (assessed as requiring a 2 – 72 hour response), or for existing consumers demonstrating an increased need for support in the community.
- ***Targeted interventions (both brief and longer-term); and***  
Within the targeted brief and longer term intervention pathways, after the face to face assessment, clinicians will develop a joint recovery plan which is based upon the needs and preferences of the consumer and their family/carers. The plan will outline the focus of the clinical interventions and likely timeframe over which this will be provided – either via a brief intervention over weeks or with a longer timeframe, over months and years.
- ***Consultative responses to primary care providers***

Communication with primary care providers is a routine activity throughout all care provided. The purpose of this dedicated response is to enhance the capacity of primary care providers to recognise and treat mental health disorders in the community, through specialist assessment, consultation, provision of advice, education and facilitating the linking with other service providers.

The Clinician/ Community Psychiatric Nurse will deliver all service responses and functions however he/she may have a greater focus on particular types of work. Both shift and non-shift work will be proportionately organised to meet consumer and family/carer needs and preferences.

## **Strategic Priorities**

### **Care and Outcomes**

Deliver outstanding care and outcomes

- Undertake the assessment, provision of treatment and delivery of targeted interventions to consumers with complex mental health related needs and their family/carers.
- Utilise discipline-specific skills as appropriate and as required by consumers, their family/carers and the Service.
- Assist in the provision of primary, secondary and tertiary consultation services, community development and education, liaison and linkage to other agencies that also provide support to people with mental illnesses as required.
- Undertake the following key functions for **designated** consumers and their family/carers:
  - Being the single point of contact within the Community Team;
  - Building a therapeutic alliance with the consumer and family/carers;
  - Understanding the needs and preferences of the personal and their carer/family;
  - Maximising participation in collaborative recovery and wellness planning;
  - Delivering targeted interventions;
  - Coordinating care as appropriate by communicating and advocating for the consumer and their family/carer with the Community Team and external service providers;
  - Assessing family capacity, needs and preferences and provide support through psycho-education; and
  - Ensuring completion of the clinical governance, legislative and documentation requirements (eg. Clinical review discussions, completion of relevant documentation, compliance with requirement of the Mental Health Act).
- Promote therapeutic and enabling partnerships with consumers and their carers to promote mental health and physical health self-management, improvement in independent functioning and daily living skills, and improved treatment adherence

### **Patient and Consumer Experience**

The community mental health clinician will work within a multidisciplinary integrated team providing services reflective of a recovery model of care

- Recovery oriented care endeavours to:
  - Promote a culture of hope;
  - Promote autonomy and self-determination;
  - Foster collaborative partnerships and meaningful engagement;
  - Focus on strengths;
  - Offer holistic and personalised care;
  - Engage family, carers, support people and significant others;
  - Promote community participation and citizenship;
  - Are responsive to diversity; and
  - Encourage reflection and learning.
- Consumers, carers and/or family members are routinely included in planning delivery of care and reviewing their health outcomes
- Feedback from consumers, carers and/or family members in relation to their experience of care is encouraged and opportunities to consult with consumers / carers will be sought.

### **Innovation and Transformation**

Embrace innovative thinking in everything we do

- Uphold high standards of care and safety in Community Team practice
- Participate in reviews of policies and procedures as required

- Contribute to the Area Quality Plan
- Comply with Health Service and Divisional specific Regulations, Melbourne Health Policy and Procedures (available on MH intranet site <http://info.mh.org.au>), and the By-laws and Policies and the ethical standards of the profession
- Participate in project work, as required
- Receive line management and professional supervision, including participating in Workload Monitoring System
- Take an active interest in evidence-informed and innovative treatment and care, and facilitate for own discipline
- Participate in practice based and service orientated research, evaluation and audits

## **Workforce and Culture**

Enable our people to be the best they can be

- Demonstrate behaviours reflective of Melbourne Health's values
- Demonstrate behaviours that support a Recovery approach to care. This includes (but is not limited to) demonstrating:
  - An understanding of the philosophical foundations, processes and environments that support recovery;
  - An ability to support and facilitate consumers' use of resilience and strength so that they might experience positive self-image, hope and motivation, and be supported to live the lifestyle and the culture of their choice;
  - A knowledge of major types of treatments, therapies and targeted interventions and their contributions to innovative recovery-oriented service delivery approaches;
  - A communication style that shows respect for consumers, their families/carers and workplace colleagues, and an ability to manage relationships so they will facilitate recovery.
  - A knowledge of consumer Rights and Responsibilities, and the ability to facilitate consumers to make informed choices for recovery.
  - An awareness of issues relating to cultural diversity, and how these may influence service choices and delivery; and
  - A knowledge and ability to facilitate consumer and family/carer participation at all levels within the service.
- Promote a friendly, respectful and supportive environment within the Community Team and across the AMHS
- Demonstrate capacity to engage in organisational change, to manage self through change, and assist others during transition
- Demonstrate and promote high quality standards of patient care
- Positively contribute to the team culture, demonstrating Melbourne Health values routinely within the work setting.

## **Collaboration**

Maximise the potential of our partnerships

- Actively participate in Area organisational committees and working parties as required
- In conjunction with continuing care providers such as GPs, PDRSS/CMMH etc, work to improve Community Team's assessment, treatment, care, referral, discharge/return to community and follow up processes
- Be aware of and observe service agreements and linkages with other agencies
- Be aware of the interdependent relationships between the Adult Community Program and IPU, ED, ECATT, CCU, PARCs, etc
- Promote communication and collaboration between MW mental health clinicians and other relevant parties
- Develop community networks and liaise with other public mental health services, primary care providers, community agencies and groups with regard to mental health service provision

## **Sustainability**

Be a recognised, respected and sustainable health service

- Build effective relationships with primary care providers to develop options for shared care and timely, appropriate discharge/transfer of care of MWAMHS consumers both in to and of the community mental health service

- Participate in the development of models of care, function processes and team culture promoting a sustainable system underpinning service delivery
- Participate in clinical supervision, provide mentorship, consultation and education to multidisciplinary team members identifying best practice and local processes within an integrated recovery oriented service system

## Required Capabilities

The Capability Development Framework applies to all Melbourne Health employees and describes the capabilities that are needed to meet our strategic goals.

Below is the full list of capabilities and the level required for the position. The capabilities in bold are considered those that the incumbent should demonstrate ability on appointment.

Capability Name	Attainment Level
Organisational savvy	Consolidation
Communicating effectively	Mastery
Building relationships	Mastery
Consumer care	Mastery
Working safely	Mastery
Utilising resources effectively	Mastery
Innovation and continuous improvement	Consolidation
Adaptability and resilience	Mastery
Integrity and ethics	Mastery
Delivering results	Consolidation
Analysis and judgement	Consolidation
Developing and managing skills and knowledge	Consolidation

## Key Performance Indicators

Your performance at Melbourne Health will be measured through your successful:

- Demonstration of Melbourne Health values, being a role model for living the values;
- Collaboration with and engagement of others to achieve outcomes – your demonstration of a team based approach to your work;
- Successful completion of required training activities, including training related to the National Standards;
- Participation in the development and implementation of the annual Melbourne Health and portfolio specific business planning process (if required);
- Ability to operate within allocated budget (if required);
- Achievement of Melbourne Health and portfolio specific KPI targets as they apply to your area of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure all your direct reports have an individual development and work plan including an annual review;
- Ability to take accountability for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.

## Discipline Specific Accountabilities

- Consult with the Community Team Manager, Team Leader, Senior Clinicians/Senior Community Psychiatric Nurse (for RPNs, the RPN 4 or above) and other Team members regarding Discipline specific approaches to symptom management, effective recovery and behavioural disturbance
- Provide professional supervision to relevant discipline staff and to discipline members and students on placement where required and as regulated within the discipline (this does not apply to Psychologists with classification P2).
- Other duties as directed in accordance with industrial classification standards

- If position is undertaken by a Nurse, also refer to the responsibilities for RPNs as per Appendix 1

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## Key Relationships

<b>Internal:</b>	Area Manager; Director of Clinical Services; Deputy Director of Clinical Services; Lead Consultant; Community Team Managers, Community Team Leaders; Discipline Seniors; Evaluation and Service Improvement Co-ordinator; Senior Clinical Specialists; Health Information Manager; Executive Assistant to Director Clinical Services and Area Manager; Community Team Managers; Multidisciplinary Team; Administration staff; Consumers and Family/Carers
<b>External:</b>	NorthWestern Mental Health Executive Support Unit – Finance; Human Resources; Mental Health Training Development Unit; Quality Planning and Innovation Unit; Centralised Triage; Facilities Management; Office of Chief Psychiatrist; Department of Health and Mental Health and Drugs Division. Key Community Stakeholders – MHCSS; Housing; Employment; Emergency services; Acute Health; Pharmacies; non-government agencies, drug and alcohol services and primary health providers.

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## Key Selection Criteria

- Formal Qualifications  
**Registration with relevant board/s minimum Bachelor level Registered Nurse, Social Worker, Occupational Therapist or Clinical Psychologist**

### Essential:

- Clinical experience within mental health settings
- Registration with Australian Health Practitioner Regulation Agency (all disciplines except Social Work).
- RPNs - Nursing and Midwifery Board of Australia (NMBA).
- Occupational Therapists - Registration with the Occupational Therapy Board of Australia and an approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.);
- Psychologists - Registration as a psychologist under the Health Practitioner Regulation National Law Act (2009). Practice endorsement as a clinical/clinical neuropsychologist or eligibility to enter a registrar program as a clinical/clinical neuropsychologist with the Psychology Board of Australia; or
- Social Workers - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers
- At least 2 years' experience in the assessment, diagnosis, and treatment of severe mental illness and psychiatric disability
- A sound understanding of current best practice, policy direction and legislative frameworks including an understanding of the strategic directions of the public mental health sector and Melbourne Health
- Demonstrated knowledge, skills and experience, in the provision of comprehensive community based mental health assessment, planning of therapeutic interventions and evaluation of clinical outcomes.
- Demonstrated provision of high quality, person-centred evidence-based care in the contemporary community mental health context.
- An ability to articulate the clinical risks associated with complex clients and demonstrated ability to provide consultation pertaining to the management of risk
- Experience in working in clinical leadership roles
- High level of reliability and professional conduct
- Experience in the provision clinical supervision
- Excellent interpersonal and communication skills (written and verbal)
- Demonstrated ability to problem solve, negotiate and communicate with staff, patients and other service providers.
- Advanced Computer skills

## Desirable

- Fluency of a relevant community language and / or
  - Post – graduate tertiary education
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## Work Environment

### *Health Safety and Wellbeing Responsibilities*

Melbourne Health endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Take reasonable care for their own safety and that of anyone else that could be affected by their actions;
- Speak up for safety – the safety of patients, consumers, colleagues and visitors;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures; and
- Fully co-operate with Melbourne Health in any action it considers necessary to maintain a working environment which is safe and without risk to health.

### *General*

Melbourne Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.

Melbourne Health is a smoke free environment.

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## Acceptance

*I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that Melbourne Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.*

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Employee Signature

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Employee Name (*please print*)



## **APPENDIX 1**

**If the position is undertaken by a Registered Psychiatric Nurse, the following accountabilities apply**

**Responsibilities of RPNs (clause 71 Victorian Public Mental Health Services Enterprise Agreement 2012-2016)**

### **General:**

- Within mental health settings, the following, responsibilities are unique to RPNs or are undertaken by a limited number of other specified categories:
  - RPNs have responsibility for the development, maintenance and administration of nursing care plans incorporating the nursing process and providing a therapeutic environment. Community patients don't have nursing care plans
  - Among non-medical mental health staff, RPNs have the unique responsibility for initial and overall mental and physical status assessments.
  - Among non-medical mental health staff, RPNs have the unique responsibility for administration of intramuscular and other medications, detection of side-effects of medication, taking blood samples and serology. A RPN is not permitted to prescribe medication or administer medication without a prescription from medical staff.
  - RPNs have responsibility for the supervision of nursing students on placement in mental health settings. Training and supervision must ensure adequate standards of practice are communicated to students and that these standards are maintained by students

RPNs – Community Psychiatric Nurses at this level will be experts whose clinical judgements will be recognised as authoritative and are professionally accountable for their nursing decisions

### **RPN Unique Responsibilities (clause 73.1 Victorian Public Mental Health Services Enterprise Agreement 2012-2016)**

#### **Community area:**

- Community psychiatric nursing duties involve the application of skill and technical knowledge associated with professional procedures to achieve a high standard of psychiatric nursing care or advice in a community setting
- For a position to be defined as a Community Psychiatric Nurse (CPN), the position must encompass all of the following features: all positions are generic, so none will be “defined as CPN”
  - (a) the development, maintenance and administration of nursing case plans incorporating the nursing process and providing a therapeutic environment in situations where the higher level clinical support available to nurses in a hospital setting is often not readily available
  - (b) Undertaking initial or overall mental and physical status assessments in the community, including those of new clients and reviews of existing clients
  - (c) Maintaining contact with community agencies, both to assist them in dealing with psychiatric clientele in the community and to have a knowledge of the services available to their clients to assist them in settling back into the community after being in an institution:
  - (d) Providing an educational service to both clients and agencies on mental health issues, with the aim of preventing development of mental illness in the 'at risk' population
- In undertaking initial and overall mental and physical status assessments in the community CPNs may decide whether or not to offer treatment and use judgment, within the limits of their experience gained as nurses, in deciding if the case should be brought to the immediate attention of a psychiatrist. However, all assessments and reviews are made available to the appropriate Psychiatrist as part of the case management process. CPNs may not make formal psychiatric diagnoses, but a

mental status assessment made by a CPN can be used by a Psychiatrist to establish a formal psychiatric diagnosis within the consultation process

- In the absence of medical personnel and pharmacists, and within the limits of their knowledge and experience as nurses, CPNs also may act as consultants to non-medical staff on psychopharmacology issues (ie., the applications and side-effects of medication)

**In addition to the above accountabilities a psychologist may also provide some or all of the following as negotiated:**

- Undertake specialist assessment of ability, personality and mental state
- Base their assessment and treatment on expert knowledge in theories of human behaviour and psychopathology
- Provide expert psychological treatment of personality, mood and anxiety disorders along with interventions for behaviour change
- Treatments and interventions are based on a range of psychological theories and supported evidence of their efficacy
- Undertake psychological interventions alongside medical treatment for psychotic and severe mood disorders
- Provide psychological interventions for adults who wish to change their thinking, emotions and or behaviour

