

Position Description

NorthWestern Mental Health

NorthWestern Mental Health is one of the largest providers of Mental Health Services in Victoria. Our multi-disciplinary workforce of skilled and dynamic clinicians, consumers and carers, provide a recovery-oriented approach to care.

We are dedicated to providing a caring and high quality range of specialist, community and hospital-based mental health services for youth, adult and aged people who are experiencing, or are at risk of developing a serious mental illness.

We have a robust outlook regarding research and our partnerships with the Royal Melbourne Hospital, University of Melbourne, Australian Catholic University and Deakin University enable us to undertake clinical teaching and research in mental health.

NorthWestern Mental Health boasts a sophisticated learning structure and we pride ourselves on supporting continuing professional development.

Our vision, to be **First in Care, Research and Learning** affirms our commitment to deliver world-class care for our community. It requires us to move forward, building on our strong foundation of firsts, so that we can be leaders across all parts of our service, locally, nationally and globally.

Our values, **Caring, Excellence, Integrity, Respect and Unity** define what is important to our organisation and how things will be done.

- We treat everyone with kindness and compassion
- We treat everyone with respect and dignity at all times
- We work together for the benefit of all
- We are open honest and fair
- We are committed to learning and innovation

In order to achieve our strategic goals and provide excellence in patient care it is important that Melbourne Health have a set of shared values that everyone subscribes to which underpin all our interactions and decisions.

Orygen Youth Health (OYH), a program of NorthWestern Mental Health, provides specialist mental health services for young people aged 15 to 24 and focuses on providing early intervention to young people with severe and complex mental illness. OYH also works alongside Orygen, the National Centre of Excellence in Youth Mental Health which operates four primary mental health care headspace services in the catchment area.

Multidisciplinary teams deliver individually tailored services that comprise assessment and crisis intervention, case management, medication, psychotherapy, family support, inpatient care, group work, vocational support, educational assistance, and intensive outreach. Specialist clinical streams offer targeted interventions for psychotic disorders (including young people at 'ultra-high risk' of psychosis), mood disorders, and personality disorders; and also manage the co-morbid substance use disorders, eating disorders, and neurodevelopment disorders. A forensic stream is under development. Streams are supported by the Psychosocial Recovery program and the Community Development program. Additional information is available at www.oyh.org.au.

Join us to be First in Care, Research and Learning.

Position Title:	Clinical Case Manager
Portfolio/Service:	MOOD Clinical Stream, Orygen Youth Health
Location:	Sunshine/Wyndham/Melton
Reports To:	MOOD Stream Leader; Coordinator, Continuing Care Team, Region B
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement Victorian public health sector (Medical Scientists, Pharmacists and psychologists) single interest Enterprise agreement
Classification:	OT2, SW2, P2, RPN3
Immunisation Risk Category:	Category A
Current Effective Date:	Dec 2019
Date of Next Review:	2020

Position Summary: Clinical Case Manager, MOOD Clinical Stream, Region B

This role involves the provision of comprehensive clinical case management and psychological therapy to clients of the MOOD Clinical Stream. These clients are young people who are experiencing moderate to severe mood disorders and may also present with a range of co-morbid mental health issues. The clinical case manager works within a specialist multidisciplinary team environment and is responsible for devising, implementing and evaluating an appropriate treatment plan for each young person and their family. This involves provision of highly skilled clinical assessments, psychological treatments, home-based assertive outreach to facilitate engagement and case management tasks, such as liaison with other agencies and advocacy on behalf of the young person. The incumbent is expected to function autonomously, carry a caseload of clients, participate in clinical review meetings and practice according to the philosophy and protocols of the service.

The incumbent may be required to provide interventions to clients from a range of Clinical Streams and spend time working within other programs such as the Youth Access Team or the Outreach team. The service operates over a number of sites and staff may be required to work from Parkville, Footscray, Wyndham, Sunshine, Melton, or other sites within the catchment.

Base location of Position: Ongoing commitment to improve service accessibility has seen the development of new sites, including the Sunshine Service, based within the Youth Hub and collocated with **headspace**, as well as satellite clinics in Wyndham and Melton. As these sites develop & more are considered, staff may be based at different sites dependent on the specific requirements of the position.

Key Relationships:

Internal: Coordinator CCT Region B, Clinical Stream Leader MOOD, additional sub-programs of OYH, including Early Psychosis Stream, HYPE Clinical Streams, Psychosocial program, Youth Access Team, and Inpatient Unit

External: Key agencies, community groups, Drug and Alcohol services, Education services and Vocational programs, Youth Justice and primary care providers

Major Accountabilities:

All Melbourne Health Employees are measured through successful:

- Demonstration of Melbourne Health values, being a role model for living the values;
 - Successful completion of required mandatory training activities, including training related to the National Standards;
 - Achievement of Melbourne Health and portfolio specific KPI targets as they apply to your area;
 - Acceptance of 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.
 - Compliance with Health Service and Divisional specific Regulations, Melbourne Health Policy & Procedures, Code of Conduct and the by-laws and Policies and the ethical standards of the profession.
 - Acceptance of responsibility for Continuing Professional Development (CPD) of self that is aligned with the practice domains endorsed by NWMH, as part of Melbourne Health, and actively keep a CPD portfolio as required by the standards of your profession.
 - Compliance of clinical governance, legislative and documentation requirements, (e.g. Clinical Review discussions, completion of relevant documentation compliant with requirement of the Mental Health Act 2014).
 - Accept accountability to ensure that all clinical information is documented and stored in compliance with the Victorian Health Records Act 2001.
 - Participation in formal performance and annual discussion review processes.
 - Operate within the legal frameworks e.g. Mental Health Act and Privacy Act.
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Key skills and competencies:

General:

- Manage and undertake mental health and risk assessment, psychological treatment, crisis intervention, family work and systems containment, for the client/carers/system
- Provide high-quality clinical care based on clinical experience working with young people with serious mental illness
- Ensure high standards of clinical care that are congruent with OYH aims – client focused, accessible, responsive and consistent with best practice
- Capacity to provide, or develop skills in, integrated assessment, treatment and care for dual diagnosis clients

- Timely completion of mental health assessments including formulation, individual service plans, crisis management plans, outcome measures, documentation of client's progress in client files, discharge summaries and contact sheets
 - Provision of case management or family work to selected clients and associated documentation
 - Attendance at clinical review meetings
 - Manage clinical risk and actively work toward implementing risk reduction strategies
 - Comply with Safety & Service Improvement / Quality Management policies and procedures
 - Support and participate in the Health Services Occupational Health & Safety (OHS) Policies and Procedures and implement (where appropriate) at unit/service area level including reporting any incidents of unsafe work practices, sites/areas or equipment
 - Establish and maintain effective interfaces and partnerships with key agencies and community groups through consultation, liaison, education and collaborative projects: including Drug and Alcohol services, Youth Justice and primary care providers etc.
 - Participate in ongoing service improvement initiatives and activities.
 - Contribute to a culture of caring, teamwork, continuous improvement, constructive performance review, quality work standards and client service.
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Essential Criteria:

Formal Qualification(s) & Required Registration(s):

- *Occupational Therapists:*
 - Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
 - 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 Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the Psychology Board of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with the Psychology Board of Australia where relevant).
- *Registered Psychiatric Nurses:*
 - Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
 - Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.
- *Social Workers:*
 - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

Required:

- Comply with all legal requirements pertaining to the position including responsibility for maintaining current registration as required by your professional organisation or other applicable Acts.
- A minimum of 2 years' experience in clinical practice within the mental health field, including young people experiencing mental health disorders
- Experience and expertise in providing case management

- Ability to develop, implement and evaluate client-centred individual service plans, risk assessments and diagnostic formulations
- Capacity to provide, or develop skills in, integrated assessment, treatment and care for dual diagnosis clients
- Knowledge of the rationale and evidence for early intervention in mental illness
- Ability to work collaboratively and effectively with young people and their families
- Capacity to develop effective working relationships, collaborations and partnerships with a range of services within the broader community service system including primary care, AOD agencies, employment and housing services, PDRSs and so on
- Demonstrated interpersonal and communication skills (written and verbal) as well as abilities in problem solving and negotiation
- Ability to work independently and effectively within a multidisciplinary team
- A commitment to ongoing professional development through access to current literature, continuing education, supervision and attendance at seminars conferences etc.
- Ability to participate in policy and service development within the program and in continuous quality improvement through ongoing evaluation of services delivered to clients
- Ability to document care as required and comply with expectations for data collection e.g. contacts
- Willingness to work from a community-based site and across multiple sites if required
- A current Victorian driver's licence
- A Working with Children check
- Melbourne Health will organise a Police Check prior to commencement of employment.

Desirable:

- Nursing: Evidence of current Continuing Professional Development as outlined by ACMHN or RCNA. Evidence ACMHN Credentialed Mental Health Nurse (CMHN)
- Occupational Therapists: OT Australia Accredited Occupational Therapy status (AccOT)
- Social Workers: MAASW (Acc) or AASW Accredited Mental Health Social Worker status
- A working knowledge of community-based organisations and human services organisations
- Computer and keyboard skills
- Commitment to the development of integrated clinical research within the service
- Understanding of the Children & Young Person's Act, Mental Health Act 1986 and other Acts/ legislation relevant to working with young people in a mental health setting.
- Knowledge of relevant guidelines, plans and strategies related to the mental health service system (E.g. Victorian Mental Health Reform Strategy, National Standards for Mental Health Services, etc)
- The incumbent may be required to perform other duties as directed.

Clinical Governance Framework

Employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling your roles and responsibilities as outlined in the Clinical Governance Framework
- Acting in accordance with all safety, quality and improvement policies and procedures
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation
- Working in partnership with consumers/patients and where applicable their carers and families
- Complying with all relevant standards and legislative requirements
- Complying with all clinical and/or competency standards and requirements, ensuring you operate within your scope of practice and seek help when needed.

Work Environment:

Melbourne Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. As an employee of Melbourne Health you are required to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. You have a duty to understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Melbourne Health policies, and to promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls. Staff are required to comply with all Victorian state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

Acceptance

I acknowledge and accept that statements within this position description are intended to reflect in general the duties, responsibilities and accountabilities of this position and are not interpreted as being all inclusive. I understand that Melbourne Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I _____ (Incumbent name) have read, understood and accepted the above position description.

Employee
Signature: _____

Date: _____

Please print this document and clearly write your full name followed by your signature and the date.