

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.

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

Position Title:	Team Leader
Portfolio/Service:	Central Community Mental Health
Location:	MidWest Area Mental Health Service (MWAMHS) Sunshine
Reports To:	Program Manager, Consultant Psychiatrist
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement Victorian public health sector (Medical Scientists, Pharmacists and psychologists) single interest Enterprise agreement
Classification:	RN 4; OT3; SW3; or P3
Immunisation Risk Category:	Category A
Current Effective Date:	January 2020
Date of Next Review:	December 2021

MWAMHS is committed to working with consumers during their recovery by offering holistic and evidence-based (EB) treatment, which is inclusive of family/carers and is provided by clinicians with well-developed skills. Staff employed within the MWAMHS are expected to identify EB practice competencies and to use these in their clinical work. Our service strives to create the best possible learning opportunities available to complement and support both emerging and existing expertise. Staff are required to actively participate in their own practice development by engaging in available learning opportunities within the service, as well as being committed to sharing their knowledge with their colleagues.

NWMH's Adult Community Service provides assessment and treatment for adults aged 16 - 65 years who have a mental illness. The approach to care in the Adult Community Service is based on the 9 domains and best practice for recovery as described in the Victorian Department of Health (2011) Framework for Recovery-oriented Practice.

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.

Consumers and their family/carers will have access to care in the community to meet their needs and preferences, and this will be 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 and after- hours service delivery 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.
- Intensive Clinical Interventions
Additional clinical interventions provided to consumers who require more intensive support. Identifying criteria for intensive consumers considers increased frequency of acute admissions and / or presentations to the emergency department; evidence or requirement of higher contact hours; higher HONOS / OM scores. Intensive interventions are in addition to the afore-mentioned targeted interventions.
- 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.

Position Summary:

Central Community will have four (4) identified team leaders, there are four (4) primary functions and four (4) clinical review teams. Team Leader responsibilities will account for 0.5 eft of the available full time position/s.

Each team leader will be responsible for one clinical review team, each clinical review team currently comprises of 8-10 staff. Activities within the clinical review group and wider community team include:

- Chair weekly clinical review
- Direct liaison with team consultant and registrar
- Complete CWMS with each clinician in your team on a monthly basis (approx. 8 staff)
- Provide clinical and general support to clinicians within your team
- Promote KPI achievement (contacts, OM's, R&W plans, 7/7 pre & post contact, 91/7 clinical reviews) within your team
- Promote a healthy, supportive and positive work place culture

Team Leaders will meet regularly with the program manager for supervision and support with an emphasis on development / maintenance of an efficient and healthy work group.

The team leader will also have senior responsibility for one of the following functions:

- Intake (includes Primary Care function)
- Rostered
- Administration
- Intensive

Some portfolio responsibilities will be identified and all team leaders will meet with the manager (individual and group) on a regular basis.

The team leader will hold some senior clinical responsibility with their remaining 0.5 eft of their full-time position. Clinical responsibility may include:

- Key clinician for complex consumers and / or targeted brief intervention allocations
- Clinical functions (A shift / P shift / Intake) as negotiated with the leadership group (team leader/s & manager)
- Consultation and support of community clinicians and / or complex consumer groups

This position is full-time Monday to Friday, rotating roster or part-time (minimum 0.8 eft) may be considered.

Key Relationships:

Internal: MWAMHS programs and executive; NWMH programs and support units (eg other NWMH mental health services, centralised triage and the training unit); Melbourne Health support units (eg finance, human resources)

External: DHHS (eg Office of Chief Psychiatrist, Mental Health Complaints Commissioner, Mental Health Tribunal); Primary Care providers (eg GP's, private psychiatrists or psychologists); and Key Community Stakeholders (eg Community Health, Acute Health, pharmacies, housing, employment, emergency services, drug and alcohol services, NDIS,

Major Accountabilities:

Local level accountabilities and achievements will include:

- Regular clinical review meetings with improved coordination resulting in an increased % of completed reviews
- Facilitation of routine CWMS meetings with individual staff resulting in improved level of staff support and workload review
- Review of community KPI achievements and provision of appropriate support to clinicians so that they are able to contribute effectively to these demands
- Oversight of a nominated community function, attending relevant handover meetings, and providing accessible support and guidance for community clinicians and / or internal / external stakeholders
- Participation and / or leadership of identified portfolios and / or quality activities
- Demonstration of clinical leadership and senior clinical capacity in managing complex mental health scenarios
- Contribution to the development and / or maintenance of a positive work place

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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Essential Criteria:

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

Minimum 5 years' experience in mental health service provision

- *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.

Desirable:

- Established portfolio and /or leadership interest areas
- Familiarity with a range of computer software packages such as Outlook, Excel, Word, Access, CMI, local database and medical record systems, Riskman and NWMH reporting tool

- Relevant postgraduate qualifications or further studies in area of specialty
 - A current Victorian Drivers Licence
 - Ability to speak a community language
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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 Compensation (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.

