

# Position Description

## Manager RMH Ambulatory Mental Health Services

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### 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.

**The Inner West Area Mental Health Service (IWAMHS)** is committed to working with consumers during their recovery by offering holistic and evidence-based (EB) treatment, which is inclusive of family/carers and provided by clinicians with well-developed skills. Staff employed within the IWAMHS 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.

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.***

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<b>Position Title:</b>	<b>Manager RMH Ambulatory Mental Health Services</b>
<b>Portfolio/Service:</b>	Inner West Area Mental Health Service
<b>Location:</b>	Royal Melbourne Hospital
<b>Reports To:</b>	Area Manager
<b>Enterprise Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement
<b>Classification:</b>	RPN5, PM4 YC60 YB38
<b>Immunisation Risk Category:</b>	Category C
<b>Current Effective Date:</b>	29 <sup>th</sup> July 2020
<b>Date of Next Review:</b>	29 <sup>th</sup> July 2021

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### **Position Summary:**

The Program Manager is responsible for leadership and management of three clinical programs based at the RMH associated with this portfolio:

- Community Team 1 (focussed on homeless people with mental illness) and the Homeless Outreach Mental Health and Housing program (HOMHS)
- The Emergency Mental Health team and PaCER program (includes supporting the EMH team leader and clinicians responsible for bed access to ensure timely access to treatment for people with mental illness presenting to RMH Emergency Department to psychiatric inpatient units)
- Consultation-Liaison services.

The Manager works in partnership with lead consultants to ensure services are delivered in line with the six evidence-based practice domains that underpin the service delivery philosophy (see Appendix).

Functions include responsibility for managing and leading the team in relation to:

- Oversight and administration of the team budget;
- The allocation of work;
- Provision of quality consumer-focused care;
- Timely and effective management of critical incidents and emergency situations;
- Workforce planning, performance review and management across the Team;
- Promoting and supporting the professional development of staff;
- Initiating, leading and supporting appropriate continuous improvement activities;
- Collection of appropriate data;

- Developing and maintaining positive working relationships with key stakeholders and partners in care;
- Other projects and tasks as required.

In partnership with the Lead Consultant Psychiatrist(s), the Manager is responsible for clinical standards related to the Team.

The Manager contributes as a member of the IWAMHS Executive and participates in service review, planning, development and monitoring activities.

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## **Key Relationships:**

### **Internal:**

- Area Manager and Clinical Director
- Lead Consultant
- Executive Management Group
- Inner West Program Managers and Team Leaders
- Discipline Advisors and Discipline Seniors
- North Western Mental Health Executive Support Unit
- Health Information Manager
- Business Manager
- Evaluation and Service Improvement Coordinator
- Department of Health, Chief Psychiatrist and other key stakeholders.
- Consumers and Family/Carers

### **External:**

Key Community Stakeholders include but are not limited to:

- Cohealth and other primary health providers
- Homelessness agencies and housing support services
- Employment services
- Emergency services
- Acute Health
- Community pharmacies
- Drug and alcohol services

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## **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:**

### **Essential**

- Registration via the Australian Health Practitioner Regulation Agency (all disciplines except Social Work):
  - Registration with the Nursing and Midwifery Board of Australia (NMBA) and approved post graduate qualifications in psychiatric nursing and/or relevant experience; or
  - 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.); or
  - Registration as a psychologist under the Health Practitioner Regulation National Law Act (2009). Practice endorsement as a Clinical Psychologist with the Psychology Board of Australia, and a minimum 5 years post-graduate experience and a minimum 2 years work experience post endorsement. Recognised supervisor status with the Psychology Board of Australia; or
  - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.
- Demonstrated experience in leadership to embed evidence-based, recovery-focussed and person-centred practice as the foundation of clinical care.
- Extensive experience and competence in the development and provision of assessment and treatment for people with mental illness and psychosocial disability, inclusive of the impact of mental illness on dependent children and family/carers.
- Demonstrated ability to provide leadership to a multidisciplinary team

- Demonstrated organisational and management skills in a multidisciplinary mental health setting, including the ability to manage human and financial resources
- Demonstrated capacity for strategic thinking
- Highly developed interpersonal and communication skills (written and verbal) and demonstrated ability to initiate, problem solve, negotiate and communicate with staff, consumers, carers and other service providers.
- A demonstrated willingness and ability to address consumer and carer concerns and to work with people from a range of ethnic backgrounds
- Well-developed knowledge and understanding of the public mental health service environment, the Mental Health Act and other relevant legislation, DoH policies and strategic directions in mental health
- Demonstrated ability to work under limited supervision but receiving appropriate support from Area Manager and Director of Clinical Services as required
- Ability to determine workload priorities, coordinate tasks and work to time lines, and facilitate Team members to work to same
- Computer literacy in Microsoft software

### **Desirable**

- A degree or other relevant qualification in Management
  - Demonstrated experience in/or managing project, including the planning, coordinating, implementing and evaluation of initiatives and service change
  - A current driver's licence
  - Capacity to speak a second 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.*

Core and Specific Evidence Based Interventions					
Psychological Interventions	Family and Carer Work	Health & Wellbeing	Vocation, Activity & Participation	Lived Experience	Overcoming Hurdles
Early Warning Signs & RWP discussion  CBT Fundamentals*  Specialist Supportive Clinical Management (SSCM)	Family Contact  Family Violence Screen	Physical health screening  Physical health conversations  Physical health assessment  Metabolic monitoring  Medication education & advocacy	Conversation about vocation, activity & participation  APQ6	Conversation about Peer Support options	LSI-R:SV Screen  SUBA
CBT for Psychosis (CBTp)  Acceptance & Commitment Therapy (ACT)  Therapies for Borderline Personality Disorder  CBT for co-morbid Anxiety & Depression  Be Well Live Well - Early Warning Signs Relapse Prevention Program	Single Session Family Consultation  Multiple Family Group  Family Therapy  FaPMI Programs  Family Violence Assessment (MARAM)	Equally Well Program  Health Promotion and Coaching  Breathe Easy  Assisted Intensive Medication Service (AIMS)	Vocational & Employment Support  Activity Coaching & Modelling  Activities of Daily Living  Groups that support Vocation, Activity and Participation: Action Over Inertia, P2P, The Works	Peer Zone  Peer-led Recovery Groups  Peer Support  Family/Carer Peer Support	Forensic Risk Management Planning  Forensic Risk Reduction Treatment  D2 Motivational interviewing  QUIT Program  Harm minimisation  Relapse prevention