

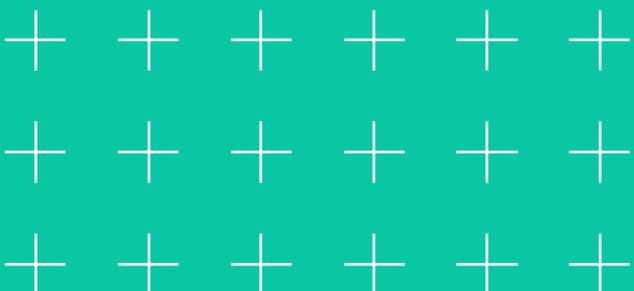
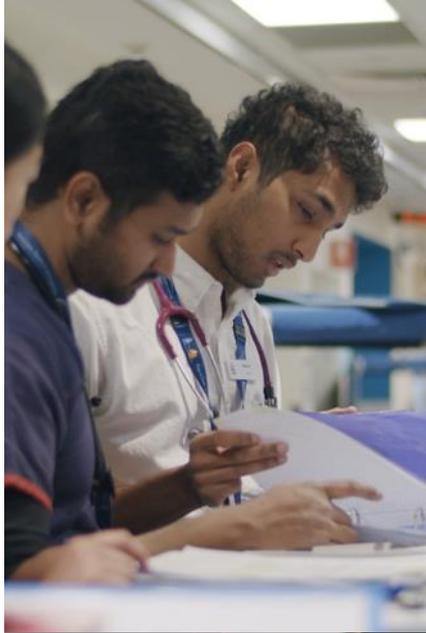


**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
every day.**

**Join The Royal
Melbourne Hospital's
NorthWestern Mental
Health Service**

origen



**Position Description
Clinical Case Manager**



About The Royal Melbourne Hospital

As one of Victoria’s largest public health services, the Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

Our Vision

Advancing health for everyone, every day.

The Melbourne Way

At The RMH we’re inspired by our vision of Advancing health for everyone, every day. While we’re each going about our different roles, we’re united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

Our Priorities

The RMH Strategic Plan: **Towards 2025 Advancing health for everyone, every day** is our plan for the future — one which we are committed to achieving together.

This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



Position Description

Position Title:	Clinical Case Manager
Service:	Orygen Youth Health
Location:	Sunshine / Wyndham / Melton
Reports To:	Stream Leader and Coordinator of Continuing Care Team - Region B
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2016–2020 / Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2017–2021
Classification:	Occupational Therapist Grade 2 (YB20 - YB23) / Social Worker Grade 2 (YC42 - 45) / Psychologist Grade 2 (PK1 - PK4) / Registered Psychiatric Nurse Grade 3 (NP81 - NP83)
Immunisation Risk Category:	Category A
Date of Review:	November 2021

Position Purpose

- The purpose of this role is to provide comprehensive clinical case management and psychological therapy to clients of the EPPIC Stream
- These clients are young people who are at risk of developing a psychotic illness or experiencing a first episode of psychosis 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

Department Description

Orygen Youth Health (OYH), a program of The Royal Melbourne Hospital's NorthWestern Mental Health Service, 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

Key Accountabilities – Position Specific

- 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

Key Relationships

Internal

- Coordinator CCT Region B
- Clinical Stream Leader
- Sub-programs, including Early Psychosis (EPPIC and PACE), MOOD and HYPE Clinical Streams, Psychosocial program, Youth Access Team, and Inpatient Unit One

External

- Key Agencies
- Community Groups
- Drug and Alcohol Services
- Education Services and Vocational Programs
- Youth Justice and Primary Care Providers

Selection 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.

Essential:

- 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
- Current Police Check

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.

Health, Safety and Wellbeing

The RMH aims to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors to the RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;
- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in the RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

Clinical Governance Framework

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

- Fulfilling 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 and 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 and ensuring you operate within your scope of practice and seek help when needed.

Equal Opportunity Employer

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.

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 The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please PRINT IN CAPITALS)

Date (day/month/year)