|  |  |
| --- | --- |
| POSITION TITLE: Senior Clinician, Acute Intervention Service - Hospital Emergency Mental Health/PACER/PROMPT | DIVISION: Mental Health, Drugs and Alcohol Services  |
| REPORTS TO: Manager, Hospital Acute Intervention Service  | DIRECT REPORTS: Nil |
| ENTERPRISE AGREEMENT: Victorian Public Mental Health Services Agreement 2016-2020**Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement 2017-2021** | CLASSIFICATION: RPN4, OT3, SW3, PSY3 |
| APPROVED: Clinical Director, MHDAS | APPROVAL DATE: November 2019 |
| PRIMARY OBJECTIVE:  |
| The Acute Intervention Service Hospital team is a 7 day a week 24 hour service with three shifts. The team is a tertiary level multidisciplinary mental health drug and alcohol team. Its aim is to provide timely and effective mental health and drug and alcohol assessments for all consumers and their families who present to the emergency department with acute mental health/drug and alcohol presentations and crisis. Clinicians also provide assessment and treatment alongside Victoria Police (PACER) and Ambulance Victoria (PROMPT) in the community. The Senior Clinician will provide acute assessment and referral to internal teams or external agencies. Senior clinicians will demonstrate leadership in both the ongoing development of the acute intervention service and support their manager with day to day operations of the team. |
| **BARWON HEALTH VISION** – Together with our community we build healthier lives, inspired by world class standards  |
| PRIORITIES | VALUES |
| Our Consumers at the ForefrontOur People at their BestRight Care, Right Time, Right PlaceResearch, Education and Training for ExcellenceOur Community’s WellbeingMissionWith our consumers at the forefront, we excel in delivering efficient integrated care, education & research to advance health and wellbeing for all. | **RESPECT**We RESPECT the people we connect with**COMPASSION**We show COMPASSION for the people we care for and work with **COMMITMENT**We are COMMITED to quality and excellence in everything we do**ACCOUNTABILITY**We take ACCOUNTABILITY for what we do**INNOVATION**We drive INNOVATION for better care |

|  |  |
| --- | --- |
| POSITION DIMENSION & DECISION MAKING AUTHORITY: | KEY COMMUNICATION CONTACTS (INFORMED):  |
| Without referral to Manager (RESPONSIBLE)* Day to day acute mental state and risk assessments of consumers and their families attending UHG emergency department with acute mental health and drug and alcohol presentations.
* Clinical decision making around risk management strategies and prioritisation.
* Liaison with emergency department staff.
* Liaison with and referral to other MHDAS teams and external agencies
* Engage professionally with and seek to support Vicoria Police and Ambulance Victoria when their staff are engaging with our consumers and their families.
* Collaborative work load coordination and allocation with colleagues within the team and wider service.
* Participation and facilitation of peer case reviews and clinical audits.
* Leading a team portfolio.
* Completion of incident reporting as required

After Consultation with Manager or others (CONSULTED)* Complex clinical decision making where resolution is unable to be reached through peer consultation.
* Responding to significant incidents involving other staff and consumers.
* Service development initiatives.
* Participation in wider service forums.

Referred to Managers or others (CONSULTED)* Complex organisational risk and resource management.
 | Purpose/Frequency of Contact | Contact/Organisation |
| Hospital - Acute Intervention Services ManagerConsultant Psychiatrist/sProgram Manager, Acute Intervention ServicesClinical Director and Co-Director, MHDASOther MHDAS teams and Barwon Health departmentsExternal Agencies | Monthly line supervision and as needed. Annual performance development reviewAs needed for clinical decision makingAs neededAs neededAs neededAs needed |
| KEY ACCOUNTABILITIES: |
| Key Result Area | Major Activities | Performance Measures |
| ***Clinical Service Delivery***Provision of timely and effective assessment, treatment and assertive support for consumers with high acuity mental health or AOD needs. | * Provide recovery orientated, psychosocial, acute assessment and risk assessment.
* Facilitate referrals to internal teams and linkages with external agencies.
* Facilitate admissions to inpatient beds.
* Provision of culturally appropriate and family inclusive services responsive to individual needs.
* Provision of secondary consultation and advice to health professionals in the region.
* Complete comprehensive clinical documentation in TCM and ED clinical record.
* Access DMR, Bossnet, CMI and other relevant clinical data bases.
 | * Demonstrated high level clinical and risk assessment skills.
* Demonstrated high level mental health and AOD treatment skills that are evidence based.
* Demonstrated effective communication and interpersonal skills.
* Demonstrated effectiveness in managing clinical handovers, and inter-team dialogue regarding consumers and their families.
* Demonstrated evidence of conflict resolution regarding clinical matters of concern, including effective use of resources to manage these conflicts or differences of opinion.
* Evidence of maintaining compliance with clinical practice standards, policies and procedures within Barwon health and relevant legislation.
* Evidence of regular attendance at clinical and line-managament supervision sessions.
 |
| ***Leadership***Leadership in both the ongoing development of the acute intervention service and day-day operations of the team. | * Provide within scope support to the Hospital Acute Intervention Services Manager, including but not limited to assistance with clinical audits, team data reports, allocation of clinical work load to staff, and facilitation of team business meetings.
* Be available to act as the Hospital Acute Intervention Services Manager for leave periods greater than 1 week, and in this capacity attend service wide forums.
* Contribute to the development of clinical policies and procedures.
* Engage in and maintain effective and professional communication with all relevant stake holders.
 | * Evidence of participation in clinical audits, team data reports, allocations of clinical work load and policy and protocol development.
* Evidence of facilition of team business meetings and other appropriate meetings.
* Evidence of willingness to act as the Hospital Acute Intervention Services Manager.
 |
| *Professional Development*  | * Participate in supervision.
* Maintain professional registration.
* Attend well-targeted internal and external training seminars and conferences.
* Identify own and service training needs.
* Complete all mandatory competencies.
 | * Evidence of professional development plan that reflects ongoing practice development needs and educational requirements.
* Evidence that education, training and skill acquisition is implemented or attempted to be implemented within current scope of practice.
* Attendance regularly to internal training programs.
 |
| ***Continuous Quality Improvement***  | * Complete high quality, formulation driven clinical documentation.
* Show a proactive interest in Key Performance Indicator achievements of the team and the wider service.
* Facilitate, encourage and lead ongoing quality improvement activities at a system and process level.
* Participate in, and proactively initiate, regular reviews of practice standards, policies, procedures and guidelines within the team and wider MHDAS.
* Comply with all Barwon Health policies and procedures and practice in accordance with all relevant health care and industry standards
* Develop and maintain a sound understanding of the relevant best practice standards, in particular the National Safety and Quality Health Service Standards.
* Ensure all clinical incidents and feedback are reported on the Improving Care Register.
 | * Evidence of contribution to the development of procedures and policies effecting MHDAS.
* Contribute to the annual quality plan for the team.
* Evidence of participation in service reviews, auditing of team activities and clinical practice standards.
* Evidence of participation and completion of individual competencies and organisation competencies pertaining to this position and team.
* Evidence of attending to individual performance goals established through annual performance reviews with your line manager.
 |
| ***Occupational Health & Safety*** | * Ensure a sound understanding of OH&S policies and procedures, specifically in relation to site requirements.
* Ensure all OH&S incidents and potential hazards are reported on the Improving Care Register.
 | * Evidence of participation in mandatory annual training (e.g., fire safety, MOVAIT).
* Evidence of understanding of OH&S and incident reporting procedures.
 |
| *Diversity Responsiveness* | * Acknowledge and respect diversity amongst individuals, amongst colleagues and the people that use our service.
 | Evidence of ongoing modelling of positive and professional behaviour. |
| *Other Duties*  | * Exhibits a commitment to the Barwon Health Values.
* Undertake special projects or reports required by the manager on a wide range of issues.
* Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness
 | * Barwon Health values modelled at all times.
* Participation in annual Performance Review.
 |

|  |
| --- |
| KEY SELECTION CRITERIA – LEADERSHIP CAPABILITY FRAMEWORK: [Leadership Capabilities](https://onepoint.barwonhealth.org.au/corporate/workforce-and-culture/Developing%20your%20Workforce/_layouts/15/WopiFrame.aspx?sourcedoc=/corporate/workforce-and-culture/Developing%20your%20Workforce/Documents/Leadership%20Capability%20Framework.doc&action=default&DefaultItemOpen=1) - Leading Self |
| AWARENESS OF SELF | COMMUNICATE | RELATIONSHIPS | RESULTS |
| **Builds and maintains resilience:*** Persists and focuses on achieving objectives, even in difficult circumstances
* Encourages others to take a resilient and optimistic approach at work
 | **Communicates clearly:*** Uses non-threatening language to address and defuse challenging situations before they escalate
* Provides rationale for decisions
* Shares information and keeps others informed and up-to-date about what is happening
* Explains complex information using language appropriate for the audience
 | **Works in teams:*** Gains trust and support of others
* Implements formal and informal team-building activities
* Fosters teamwork and rewards cooperative and collaborative behaviour
* Resolves team conflict using appropriate and respectful strategies
 | **Supports a shared purpose and direction:** * Shows personal commitment to the **mission, vision and values of Barwon Health**
* Provides direction to others regarding the purpose and importance of their work aligned with the **mission, vision and values of Barwon Health**
 |
| **Demonstrates commitment to personal development:*** Critically analyses own performance
* Is open to feedback and is responsive in adjusting behaviour
 | **Listens, understands and adapt to others:** * Assesses the emotions of others and then adapts words, tone, and gestures accordingly
* Encourages others to share their view point and ideas
 | **Develops others:*** Takes time to understand the career objectives of team members
* Provides coaching, training opportunities for team members
* Promptly identifies and constructively addresses under-performance
* Attracts and selects new staff that live the **Barwon Health Values**
 | **Displays openness to change:*** Encourages others to be flexible and understand the impact of and benefits of change
* Recognises and reinforces the behaviours of those who embrace change
 |
| **Exemplifies personal integrity and professionalism:*** Models the **Barwon Health Values** and **Code of Conduct**,
* Confronts and deals with inappropriate behaviours in alignment with the **Barwon Health Values** and Code of Conduct
* Demonstrates consistency between words and actions
 | **Influences positive outcomes:*** Establishes credibility
* Listens to and evaluates differing ideas
* Discusses issues credibly and thoughtfully
 | **Values individual differences and diversity:*** Encourages the exploration of diverse views
* Creates inclusive teams in which a diversity of people feel they are valued and respected
* Discerns the differing and preferred working styles of individuals and uses this information to enhance the operation of teams
 | **Takes accountability for achieving quality and excellence:*** Challenges self and the team to achieve high quality results aligned with **mission, vision and values of Barwon Health**
* Looks for new or better ways of doing things and takes action
 |
| **KEY SELECTION CRITERIA - SPECIALIST KNOWLEDGE:** |
| **QUALIFICATIONS**ESSENTIAL:* Formal professionally recognised qualifications in Mental Health Nursing, Occupational Therapy, Social Work or Clinical Psychology, including full registration with AHPRA for relevant disciplines.
* Current Drivers Licence.
* Significant experience in acute mental health and AOD assessment and treatment.

DESIRABLE:* Postgraduate qualifications in clinical practice and / or leadership.

**EXPERIENCE and/or SPECIALIST KNOWLEDGE–**ESSENTIAL:* Demonstrated advanced level of clinical skills in the assessment and treatment of people with acute mental health and substance use disorders.
 |