



Position Description

Position Title	Manager, Mental Health Advice and Response Service
Classification	HS9
Program	Mental Health Advice and Response Service
Location	Based at Community Forensic Mental Health Service, 505 Hoddle Street, Clifton Hill, Victoria. May be required to work at other sites from time to time.
Reports to	Executive Director Community Operations & Strategic Development
Roles reporting to this position	Assistant Manager & Regional Coordinator, Mental Health Advice and Response Service and Mental Health Advice and Response Service Clinicians

FORENSICARE - OVERVIEW

Forensicare is the statutory agency responsible for the provision of adult forensic mental health services across Victoria.

Forensic mental health is a specialist area within the mental health service system. The services provided by Forensicare address the needs of mentally disordered offenders, the mental health sector, the justice sector and the general community.

The primary focus of this work is on providing clinical services for the effective assessment, treatment and management of forensic patients and clients and people with a mental illness who have offended or are at risk of offending. We are committed to providing Recovery-oriented forensic mental health services in which the principles of hope, social inclusion, personalised care and genuine collaboration are fundamental to practice.

These services are delivered through three streams, inpatient services at Thomas Embling Hospital, community services through the Community Forensic Mental Health Service and prison based services at several locations. Forensicare provides a comprehensive research program and specialist training and professional education for our staff and mental health and associated fields.

ORGANISATIONAL VALUES AND BEHAVIOURS

The following values reflect who we are as individuals and as an organisation.

- responsiveness
- impartiality
- respect
- human rights
- integrity
- accountability
- leadership

All employees are expected to display behaviours that reflect and promote these values. Staff must adhere to all Forensicare's policies and procedures at all times.

MENTAL HEALTH ADVICE AND RESPONSE SERVICE (MHARS)

The Mental Health Advice and Response Service (MHARS) has been established as part of Victoria's Forensic Mental Health Implementation Plan. The purpose of MHARS is to provide effective coverage across Victoria for the provision of a clinical service to clients and clinical advice to the Magistrates' Court on the mental health of accused persons.

POSITION OBJECTIVE

The Manager of MHARS is responsible for all aspects of the delivery at Court of the clinical mental health services provided through the program. This is a key leadership and management position that ensures the successful delivery of services to clients at multiple sites and in complex stakeholder settings. The Manager provides day to day management of multi-disciplinary clinical staff, and also includes overseeing the process of coordination of MHARS provided in regional Court locations by Area Mental Health Services. The role actively contributes to the reputation of Forensicare, while ensuring that financial and performance targets are achieved.

KEY RESPONSIBILITIES

AREA OF RESPONSIBILITY 1: Senior Leadership

- Represents Forensicare to Magistrates, other Court stakeholders, and Departmental officials with respect to the delivery of MHARS.
- Participates in the CFMHS Management Group and the Forensicare Senior Staff Group.
- Demonstrates leadership in clinical and policy issues including by participating in accreditation and risk management processes.
- Provides high level advice to the Executive Director on the MHARS, forensic mental health, and emerging issues.
- Delivers training, and undertakes duties as a senior staff member at the CFMHS, as requested by the Executive Director.

AREA OF RESPONSIBILITY 2: Operational Requirements / Clinical Performance

Management and Supervision

- Directly manages, supports and provides advice to individual MHARS Clinicians.
- Coordinates and leads team meetings of MHARS staff.
- Monitors and evaluates the effective service delivery of MHARS.
- Oversees data collection and reporting in the program.
- Manages resource allocation in MHARS.
- Develops and implements strategies and systems which promote flexibility and timely responses to changing priorities within MHARS .
- Effectively disseminates information on MHARS to staff, other sections of the organisation and external agencies.
- Develops, delivers and coordinates the provision of supervision and professional development for the MHARS clinicians.
- Develops relevant policies, protocols and procedures.

- Participates in collecting stakeholder feedback, and provides information accordingly for submission to the Department of Health and Human Services

Clinical Service Delivery

- Provides leave backfill in Metropolitan Courts as required, and demonstrates highly developed skills when completing mental health, risk, and bio-psychosocial assessments with clients in the context of the Court system including the Court Assessment and Prosecutions Service (CAPS) of Community Corrections.
- Provides a recovery oriented mental health service to Court users.
- Provides informed clinical advice and consultation to Magistrates, CCS staff, members of the legal profession, other relevant professionals and community agencies in relation to mental health issues.
- Provides high quality and timely written assessment reports relating to clients' mental health status and treatment/referral recommendations.
- Ensures that clinical information is recorded on client record systems.
- Undertakes liaison with Police, Custodial Health Service and Forensic Medical Officers to ensure that the mental health needs of defendants in police custody are met.

Work within an ethically and legally sound framework

- Complies with and employs thorough knowledge of relevant legislation, including the *Mental Health Act 2014*, *The Sentencing Act 1991* and *The Crimes (Mental Impairment and Unfitness to be Tried) Act 1997*.
- Demonstrates a thorough understanding of, and applies to practice, the standards of their relevant professional discipline.
- Maintains and completes comprehensive documentation.
- Complies with the National Standards for Mental Health Services.

AREA OF RESPONSIBILITY 3: Communication and Consumer Focus

- Demonstrates sound communication skills in recording and reporting to Court stakeholders.
- Maintains client confidentiality and prevents unauthorised access of non-clinical staff to clinical information, including the CMI and client medical record database.
- Maintains links and relationships with other relevant organisations.
- Consults with the Discipline Senior on issues related to aspects of professional practice as appropriate.

AREA OF RESPONSIBILITY 4: Professional Development

- Participates in mandatory safety training and any Forensicare specific mandatory training on an annual basis as defined in the Mandatory Training policy.
- Demonstrates a commitment to ongoing education and professional development through accessing internal and external staff development opportunities.
- Utilises resources and processes for supervision.
- Promotes the training and professional development of other staff.

Other Tasks and Duties as Deemed Appropriate by the Executive Director and Within the Capabilities of the Person at the Time

CONSUMER AND FAMILY/CARER LEADERSHIP AND PARTICIPATION

Forensicare engages and works together with consumers and families/carers by promoting a recovery approach that is enriched when the diversity of experiences is shared. By endorsing the lived experience of those who use our services across all levels of the organisation, we take steps to bring about a genuine and meaningful approach to service design, delivery and evaluation.

It is therefore expected that all employees will:

- Demonstrate a commitment to person-centered and family/carer inclusive care, incorporating consumer and family/carer perspectives into service delivery at both an individual and organisation wide level.
- Collaborate with the members of the Lived Experience Team (consumer Consultants, Peer Workers and Family Care Consultants) to improve service design and quality.
- Acknowledge the unique issues and concerns experienced by consumers and families/carers involved in the forensic mental health system.
- Understand the core principles and philosophies of the Australian mental health consumer and carer movement and recovery.
- Promote the principles of consumer and family/care rights and responsibilities.
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QUALITY, SAFETY AND RISK MANAGEMENT

Forensicare is committed to providing high quality care to consumers and carers where safety and risks are actively managed and a culture of transparency, team work, collaboration and continuous improvement is encouraged.

All staff must take personal responsibility for the quality and safety of their work. This requires staff to:

- Follow organisational safety, quality and risk policies, procedures and guidelines.
- Participate in the reporting and analysis of safety and quality data and adverse events.
- Escalate concerns regarding safety, quality and risk to an appropriate staff member.
- Ensure identified opportunities for improvement are raised and reported appropriately.
- Participate in improvement activities and service redesign initiatives.
- Practice within the guidelines of the National Safety and Quality Health Service Standards.
- Comply with professional regulatory requirements and codes of conduct as appropriate.
- Regularly update skills, knowledge and competencies to provide the best care and services possible by participating in appropriate professional development activities and other quality, safety and risk training.

OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES

It is the policy of Forensicare to provide the healthiest and safest working conditions and systems of work practicable. The personal commitment and involvement of all employees is essential to establish and maintain a healthy and safe working environment.

- Complies with OHS requirements by providing a safe physical and emotional environment.
- Establish and maintain the framework for the OHS system in the area of responsibility.
- Establish and maintain procedures for assessing hazards and risks associated with work.
- Establish and maintain procedures for controlling risks in the area of responsibility.

- Contribute to the maintenance of organisational procedures for dealing with hazardous events.
- Maintain an OHS training program in the area of responsibility.
- Contribute to the evaluation of Forensicare's OHS system and related policies, procedures and programs.

INFECTION PREVENTION AND CONTROL

Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing risk reduction strategies. Standard Precautions must be used at all times to ensure safety of patients/clients, and staff.

KEY SELECTION CRITERIA

- Possession of a relevant tertiary qualification and registration or membership with the appropriate Board or Association as a Registered Nurse, Psychologist, Social Worker or Occupational Therapist.
- Demonstrated minimum 8 year post registration mental health experience.
- Extensive experience in undertaking comprehensive psychosocial and risk assessments, and in the planning, implementation and evaluation of clinical mental health interventions.
- Demonstrated ability to manage a multi-disciplinary team and lead complex programs effectively and efficiently.
- Highly developed and effective written and verbal communication skills including the ability to consult, liaise, facilitate and negotiate with key stake holders, mental health professionals, clients, and carers.
- Knowledge of forensic mental health and forensic mental health risk assessment.
- Well-developed analytical and problem solving skills.
- The ability to function as an independent and autonomous professional.
- Demonstrated commitment to incorporating consumer perspectives and the recovery approach into service delivery.
- Knowledge of relevant legislation.
- A Victorian driver's licence.
- Competent computer skills.

OTHER RELEVANT INFORMATION

- Forensicare is an equity employer, and does not tolerate Bullying and Harassment.
- Forensicare acknowledges and values the cultural and social diversity of our consumers, families and carers and staff and seeks to ensure that our work environment and service delivery is responsive to diversity and free from discrimination and prejudice
Forensicare is a smoke free environment.
- Performance will be appraised from the results of the listed key responsibilities. Formal appraisal will be carried out by the Manager at six months and twelve months, with annual performance appraisal occurring thereafter.
- A police check will be required prior to any appointment and will be periodically carried out during your employment
- You may be required to have a current Victorian drivers licence.

JOB DEMAND ASSESSMENT

FREQUENCY DEFINITIONS

- O** (Occasional) – Activity exists up to 1/3 of the time when performing the task
F (Frequent) – Activity exists between 1/3 and 2/3 of the time when performing the task.
C (Constant) – Activity exists more than 2/3 of the time when performing the task.
R (Repetitive) – Activity involves repetitive movements.
N – Not Applicable.

Job Demands	Description	Frequency				
		O	F	C	R	N
PHYSICAL DEMANDS						
Kneeling/ Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels		X			
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery					X
Hand/Arm Movement	Tasks involve use of hands/arms – eg stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.	X				
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.	X				
Standing	Tasks involve standing in an upright position without moving about	X				
Driving	Tasks involve operating any motor powered vehicle	X				
Sitting	Tasks involve remaining in a seated position during task performance		X			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	X				
Walking/Running	Tasks involve walking on even surfaces		X			
	Tasks involve walking on uneven surfaces	X				
	Tasks involve walking up steep slopes	X				
	Tasks involve walking down steep slopes	X				
	Tasks involve walking whilst pushing/pulling objects					X
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees					X
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground.					X
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms	X				
	1. Light lifting/carrying (0-9 Kg)	X				
	2. Moderate lifting/carrying (10-15 Kg)					X
	3. Heavy lifting/carrying (16 Kg and above)					X
Restraining	Tasks involve restraining patients/clients/others		X			
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking.	X				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.	X				
Manual Dexterity	Tasks involve fine finger movements – ie keyboard operation, writing.		X			
SENSORY DEMANDS						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance – eg looking at screen/keyboard in computer operation, working in dark environment, interpreting x-ray film		X			
Hearing	Tasks involve working in a noisy area – eg boiler room, workshop and/or operation of noisy machinery/equipment					X
Smell	Tasks involve the use of the smell senses as an integral part of the task performance – eg working with chemicals					X
Taste	Tasks involve use of taste as an integral part of task performance					X
Touch	Tasks involve use of touch as an integral part of task performance	X				

PSYCHOSOCIAL DEMANDS						
	Tasks involve interacting with distressed people				X	
	Tasks involve interacting with people with mental illness/disability				X	
EXPOSURE TO CHEMICAL HAZARDS						
Dust	Tasks involve working with dust – eg sawdust					X
Gases	Tasks involve working with gases					X
Fumes	Tasks involve working with fumes – ie, which may cause problems to health if inhaled.					X
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin – eg dermatitis					X
Hazardous Substances	Tasks involve handling hazardous substances including storage and or transporting.					X
WORKING ENVIRONMENT						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance – eg glare					X
Sunlight	Exposure to sunlight	X				
Temperature	Tasks involve working in temperature extremes – eg working in a cool room, working outdoors, boiler room					X
Confined Spaces	Tasks involve working in confined spaces					X
ACCIDENT RISK						
Surfaces	Tasks involve working on slippery or uneven surfaces	X				
Housekeeping	Tasks involve working with obstacles within the area – bad housekeeping					X
Heights	Tasks involve working at heights below knee level and/or above shoulder height.					X
Manual Handling	Tasks involve manual handling tasks	X				
BIOLOGICAL HAZARDS						
Biological Products	Tasks involve working with blood/blood products/body fluids	X				
Additional job demands that are specific to this position:						

AGREEMENT

I have read, understood and agreed to comply with the position description.

Name:

Signature:

Date:

DATE LAST REVISED	BY WHOM
July 2018	<i>Executive Director – Community Operations & Strategic Development</i>