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|  | **Schedule 2**  **Clinical Worker** | Doc: PD-004 |
| Issue: 1 |
| Date: 01.02.17 |
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| **Company** | **REDCLIFFE AREA YOUTH SPACE (RAYS)** | | |
| **Position Title** | Clinical Worker | | |
| **Program** | Clinical Mental Health Treatment Program | | |
| **Level/Salary Range** | Refer Schedule 1 | **Position Type** | Temp. Full Time |
| **Location** | Redcliffe or Caboolture | **Travel** | As required across the region |
| **Line Manager** | Clinical Lead | | |
| **Broadband** | Tier 2, Level 4 | | |
| **Overview of Position**  The Clinical Worker:  · Works with young people and/or families seeking support to address mental ill-health (diagnosed, undiagnosed or at risk of developing) and associated issues.  · Works holistically and provides thorough wrap around support to young people and/or their families  · Provides intensive therapeutic/clinical and case management support (in conjunction with the Family and Youth Workers)  · Uses routine, non-routine and specialised interventions  · Uses a biopsychosocial approach that includes integrated treatment and stepped care  · Works within a recovery oriented framework and trauma-informed, relational model of care  · Liaises in a professional manner with a range of stakeholders  · Demonstrates practice that is guided by Organisational Policy and Procedures; Toolkits and Model of Service  The Clinical Worker works within a work team and has accountability and responsibility for delivering a professional service that aims to meet benchmarks set for the program. The position reports to the Clinical Lead. A range of Policies and Procedures and a comprehensive Program Brief support the execution of this role. | | | |

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| **Strategic Tasks** | **Key Performance Indicators** |
| To deliver programs in line with brief/project scope | · Utilise routine, non-routine and specialised **interventions** from the quality managed pool and apply to individual needs/scenarios as required  · Undertake **data collection** as required for the program  · For new initiatives apply the **program development** procedures  · Meet organisational and/or funding body **benchmarks** as reflected in Project Brief and/or scope  · Undertake all required tasks to the level outlined in the **Competency Matrix** for this position |
| To reflect better practice | · Undertake ongoing **professional development** in line with policy  · Contribute to **action learning** reviews and evaluation processes as required  · Uphold all program **policy and procedure** particularly clinical governance, the model of service, the treatment process, the referral process, interventions manual, interventions toolkit and case conferencing toolkit  · Provide weekly **briefings** and monthly report to line manager |
| To actively develop meaningful partnerships of mutual interest | · Identify and engage in relevant **networking** opportunities with a particular focus on clinical mental health and medical service providers (such as General Practitioners)  · Use internal reporting structures to provide **communications** about networking and partnership opportunities  · **Engage** professionally with external service providers at all times  · Actively contribute to **case conferencing** where clients are engaged with multiple service providers  · A minimum of two formal **partnerships** documented via Memorandum of Understanding annually |
| To actively promote the best interest of the organisation | · **Promote** all programs across the organisation at relevant opportunities  · Participate in **fundraising** activities at least twice annually  · **Participate** in, support and promote all special events as required |
| To uphold the code of conduct and code of ethics | · Uphold organisational **vision, mission and values** in all aspects of work |
| To identify and report organisational risk | · Identify and report (via line manager, fix-it diary and Incident or Accident report) risk to **organisation’s reputation**  · Identify and report (via line manager, fix-it diary and Incident or Accident report) **physical risk** that may place employee or others in harm  · Identify and report (via line manager, fix-it diary and Incident or Accident report) risk to the **operations** of the organisation  · use of risk mitigation **procedures and tools** (via Policy and Procedures and Tools, particularly the Suicide Policy and Risk Assessment tools) |
| Contribution to continuous improvement processes | · Regular input and attendance at **team meetings**  · Regular attendance at **peer supervision & case review sessions**  · Regular contributions to the **fix-it diary**  · Involvement in **internal audits** as requested  · Support **client feedback** mechanisms (via Client Feedback Forms, registers, Consumer Panel processes) |
| To contribute to a culture of innovation | · Contribute ideas, suggestions and improvements through the **suggestion box** and **fix-it diary** |

**CHARACTERISTICS OF THE POSITION**

· Work under general direction and in accordance with established guidelines and work procedures.

· Apply and share knowledge and skills, which are gained through qualifications and/or previous experience.

· Contribute to the design and development of procedures and associated work functions.

· Supervise various functions, including those that are of a complex nature.

· Good knowledge of program, activity, operational policy and associated services.

· Ability to manage time, set priorities, plan and organise own work and that of lower classified staff and/or volunteers and/or students

· Set clear outcomes or KPIs and further develop work methods where general work procedures are not defined.

**RESPONSIBILITIES**

· Exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;

· Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;

· Identification of specific or desired performance outcomes;

· Contribute to interpretation and administration of areas of work for which there are no clearly established procedures;

· Set outcomes and further develop work methods where general work procedures are not defined and exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;

· While under general direction and within the clear objectives of the organisation and within budgetary constraints, contribute to the development of work methods and the setting of outcomes.

· Provide administrative support of a complex nature to senior employees;

· Exercise responsibility for various functions within a work area;

· Provide assistance on grant applications including basic research or collection of data;

· Undertake a wide range of activities associated with program activity or service delivery;

· Develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;

· Undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;

· Undertake the following as required:

o Liaise with other professionals/services/community at a technical/professional level;

o Discuss techniques, procedures and/or results with clients on straight forward matters;

o Lead a team within a specialised project;

o Provide a reference, research and/or technical information service;

o Carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;

o Perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;

o Assist senior employees with the planning and co-ordination of new programs/projects.

**REQUIREMENTS OF THE POSITION**

**Skills, knowledge, experience, qualifications and or/training**

· Knowledge of statutory requirements relevant to work;

· Knowledge of organisational programs, policies and activities;

· Sound discipline knowledge gained through experience, training or education;

· Knowledge of the role of the organisation and its structure and service;

· Specialists require an understanding of the underlying principles in the discipline;

· Ability to use the integrated suite of Google Applications

· Ability to learn new software

**Prerequisites**

· Relevant four year degree with two year’s relevant experience;

· Three year degree with three years of relevant experience;

· Associate diploma with relevant experience;

· Lesser formal qualifications with substantial years of relevant experience;

· Attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities.

**Organisational relationships**

· Works under general direction;

· Supervises other staff and/or volunteers or works in a specialised field.

**Attitudes**

· Be proactive, positive, enthusiastic, energetic, responsible and friendly;

· Provide positive constructive feedback for fellow staff, supervisors, volunteers and students;

· Be committed to providing quality programs and excellent client services and support at all times;

· Work collaboratively and professionally with all RAYS staff to promote the image of the organisation;

· Adhere to and practice the RAYS vision, vision and core values with a particular focus on the relational model of care that is delivered with high levels of flexibility.

**Extent of Authority**

· Required to set outcomes within defined constraints;

· Provides specialist technical advice;

· Freedom to act governed by clear objectives, business processes, and clinical practices;

· Solutions to problems generally found in precedents, guidelines or instructions;

· Assistance usually available.

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| **Reviewed By** | A.Mayes | **Date** | 06.02.17 |
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| **Last Updated By** | K.Kenny | **Date/Time** | 14.02.17 |