

Position Description

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.

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.

Position Title:	Team Leader - Clinical
Portfolio/Service:	North West Area Mental Health Service – Hume Community Team, Wellness and Recovery
Location:	Broadmeadows
Reports To:	HWRT Manager
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement Victorian public health sector (Medical Scientists, Pharmacists and psychologists) single interest Enterprise agreement
Classification:	RPN4 / SW3 / OT3 / P3
Immunisation Risk Category:	Category A
Current Effective Date:	May 2020
Date of Next Review:	2022

North West Area Mental Health Program (NWAMHS)

The North West Area Mental Health Service (NWAMHS) provides a comprehensive range of mental health services to adults aged between 16-65 who reside in the local government areas of Moreland and Hume. We have a key priority, the early engagement and active involvement of families and carers in the treatment of consumers.

As a values-based service, where the needs of consumers and their loved ones are a priority, we deliver a range of services through our Broadmeadows Community residential Unit, Broadmeadows 25 bed Inpatient Adult Unit, Integrated Continuing Care Programs, Glencairn Private Consultancy Suites, Psychiatric Assessment and Recovery Centre 10 subacute beds (PARC) and Psychosocial Research Centre.

Hume Community Team – Wellness and Recovery (HWRT)

Hume Community Team – Wellness and Recovery is a unique team providing clinical mental health care to residents of Hume (except for Bulla and Sunbury) across the lifespan. We have a dedicated child and adolescent team, intake (triage service), aged response as well as a community development team that works on health promotion and illness prevention. We are based at Broadmeadows Health Service and Craigieburn Health Service. We believe that good mental health is achievable for all regardless of their starting point. Our services include health promotion and planning, prevention, early intervention and treatment. Treatment encompasses intake, consultation, assessment, crisis intervention, therapy and care and coordination. The team applies both a Wellness and Recovery framework and as such has service users and families embedded into our leadership and consultation structures. Extensive training is available in selected techniques and modalities. Specialty profession specific services are also provided. Dedicated clinicians also provide community education on a calendar basis, liaison and consultation services to community agencies and other service providers.

Clinicians working at Hume Community Team – Wellness and Recovery spend 80% of their time in one function of our service and 20% in another. This position will spend 80% of the time in the roster function, inclusive of PACER, duty/consultation and the intensive stream and 20% of the time within another program/portfolio.

Position Summary:

The team leader assists the Community Team Manager by supporting clinical staff in the provision of complex clinical care for consumers experiencing psychiatric illness/disability, and provides high level clinical expertise within the Community Team with respect to the assessment and treatment of consumers with complex mental health related needs and the family/carers. The position requires extensive experience in the provision of specialist services in public mental health settings and highly developed clinical expertise some discipline specific supervision of staff outside the Community Team but within the AMHS may be required.

Under the guidance of the Community Team Manager and Lead Consultant Psychiatrist the Team Leader supports staff within the Community Team to:

- Provide quality consumer-focused care;
- Manage the day-to-day workflow; and
- Undertake professional development activities.

The Team Leader assists the Community Team Manager as required in:

- Facilitating change and service improvements;
- Improve and maintain team culture;
- Developing and maintaining positive working relationships with key stakeholders and partners in care;
- Workforce planning for the Team; and
- Other projects and tasks as required.

As a Team, Leader, the incumbent will be expected to provide advanced clinical advice and supervision to other staff in the Team and across the AMHS. Participation in quality assurance processes, research and service evaluation programs is expected.

Providing support and assistance to the Community Team Manager in the development and maintenance of professional standards, workforce planning, recruitment and retention of staff in the Community Team is also required.

Key Relationships:

Internal: Service Users and Family/Carers, Multidisciplinary Team; Lead Consultant, Team Leaders, Manager Administration staff; Director of Clinical Services; Deputy Director of Clinical Services; Discipline Seniors; Evaluation and Service Improvement Co-ordinator; Health Information Manager; Executive Assistant to Director Clinical Services and Area Manager;

External: Centralised Triage; Primary Health Providers, Private Specialists, Emergency services; Acute Health; Pharmacies; Non-Government agencies, Housing; Employment Drug and Alcohol Services and NWMH Human Resources; Mental Health Training Development Unit; Quality Planning and Innovation Unit; Office of Chief Psychiatrist; Department of Health and Mental Health and Drugs Division and MHCSS.

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.

Key skills and competencies:

General:

Model the Values

- Demonstrate behaviours reflective of MH's values
- Demonstrate behaviours that support a Recovery approach to care. This includes (but is not limited to) demonstrating:
 - An understanding of the philosophical foundations, processes and environments that support recovery;
 - An ability to support and facilitate consumers' use of resilience, strengths, while holding hope for the consumer's recovery
 - A knowledge of major types of treatments, therapies and targeted interventions and their contributions to innovative recovery-oriented service delivery approaches;
 - A communication style that shows respect for consumers and their families/carers, and an ability to manage relationships so they will facilitate recovery;
 - A knowledge of consumer and family Rights and Responsibilities, and the ability to facilitate informed choices for recovery;
 - An awareness of issues relating to cultural diversity, and how these may influence service choices and delivery; and
 - A knowledge and ability to facilitate consumer and family/carer participation at all levels within the service.
- Demonstrate behaviours that aid the implementation of the Framework for Care for the NWMH Adult Community Service
- Promote a friendly, respectful and supportive environment within the Community Team and across the AMHS
- Respond promptly to conflict situations, and assists the Team Manager where appropriate in resolution through consultation and principled negotiation
- Demonstrate capacity to engage in organisational change, to manage self through change, and assist others during transition
- Embrace evidence, caring, 'can do' and partnership as a basic tenets underpinning the philosophy

Provision of Clinical Care

Consistent with professional training:

- Assist Community Team members to provide assessment and treatment to consumers with complex mental health related needs and their family/carers, using a variety of modalities
- Provide a high level of clinical expertise in the assessment, provision of treatment and delivery of targeted interventions to consumers with complex mental health related needs and their family/carers
- Assist in the provision of primary, secondary and tertiary consultation services, community development and education, liaison and linkage to other agencies that also provide support to people with mental illnesses
- Work collaboratively with other NWMH services, external agencies and service providers to ensure continuity of care for consumers and their family/carers

Support Quality and Safety

Support and promote the efforts of the Community Team Manager and the Lead Consultant Psychiatrist in:

- Upholding high standards of care and safety in Community Team practice
- Implementing the clinical governance and standards in the adult community services' Framework for Care
- Assisting Team members to be familiar and to comply with all relevant legislation and with DoH, MH and NWMH policies
- Helping staff achieve ready access to the latest information regarding legislation, policies and procedures
- Reviewing policies and procedures
- Contributing to the Area Quality Plan
- Complying with Health Service and Divisional-specific Regulations, Melbourne Health Policy and Procedures (available on MH intranet site <http://info.mh.org.au>), and the By-laws and Policies
- Receive and provide line and professional supervision, including participating in Workload Monitoring System

Support the Community Team

Under supervision of the Community Team Manager and Lead Consultant Psychiatrist:

- Work collaboratively within the multidisciplinary team
- Model behaviours and positive relationships, including problem solving and conflict resolution/management
- Assist in incorporating the roles of Consumer and Carer roles inclusive of and Peer Support Workers
- Assist the Consumer and Carer Peer Support Workers' contributions to be incorporated into the Team's clinical processes, as per the Framework for Care
- Support the contributions of other partners in care, PDRSS /CMMH and GPs in particular, are incorporated into the Team's clinical processes, where appropriate

Support Education and Training

- Accept responsibility for Continuing Professional Development (CPD) of self, and actively keep a CPD portfolio as required by the relevant professional body or the AHPRA
- Participate in the development of a structured continuing education program for Team and Discipline staff
- Participate in and contribute to in-service staff development continuing education and training sessions, committees, special projects and relevant professional groups
- In conjunction with Managers, Discipline Seniors and clinical supervising staff, ensure student clinical placements on the Team are positive and productive by assisting with the organisation of fieldwork placements for [discipline] students, and participation in the education and training of students of other disciplines

Help Build Strategic Relationships

- Actively participate in Area, organisational committees and working parties as requested by the Community Team Manager
- Contribute to other strategic activities as required -strategic planning, workforce planning, quality planning etc

- In conjunction with continuing care providers such as GPs MHCSS/CMMH etc work to improve Community Teams' assessment, treatment, care, referral, discharge/return to community and follow-up processes
- Be aware of and of service agreements and linkages with other agencies
- Recognise and support the interdependent relationships between the Community Team and IPU, ED, EMH, CCU, PARC etc.

Promote Research

- Assist the Team Manager to promote Melbourne Health as a leading centre for research and innovation, including for mental health
- Encourage staff to take and active interest in evidence-informed and innovative treatment and care, and facilitate for own discipline
- Participate in practice based and service orientated research, evaluation and audits

Management/Supervision:

- Contribute to the recruitment, appointments, induction, orientation, supervision, support and annual discussion with Team staff, as required
- Provide line and professional supervision

Essential 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.

Required:

- Demonstrated capacity to think laterally and assist others to do the same;
- Evidence of having a 'can do' attitude and preparedness to contribute to difficult decisions and follow them through;
- Extensive experience in the assessment, diagnosis, and treatment of mental illness and psychiatric disability, inclusive of the impact of mental illness on dependent children and family/carers;
- Capacity to undertake alcohol and other drug screening, assessment, treatment planning, brief interventions with clients who have co-occurring mental health and substance use disorders.

- Demonstrated leadership skills, including the ability to operationalise systems, coordinate people and resources;
- Demonstrated analytical skills including the capacity to critique latest evidence and quality initiatives;
- Excellent communication skills both interpersonally and written;
- Ability to work with consumers, family and carers from a range of cultural backgrounds, and to provide gender sensitive services.
- Experience in providing clinical supervision, and in developing other's supervision skills
- Demonstrated competency in the planning, delivery and review of in-house education and training programs.
- An understanding of the policies and procedures associated with the Mental Health Act and other relevant legislation.
- Familiarity with a range of computer software packages eg; Outlook, Excel, Word, CMI, Local systems eg (CPF), RiskMan, and the NWMH Performance Reporting Tool.
- A current Victorian Driver's Licence
- 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.

Desirable:

- Relevant postgraduate qualification in areas of specialisation
- Ability to speak a community language

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.

