



Position description

Clinical Lead

Section A: position details

Position title:	Clinical Lead - UMHCC
Employment Status:	Full Time
Classification and Salary:	Health Professionals & Support Services Award-Level 4 or Nurses Award 2010 -Level 3, above award salary, plus superannuation
Location:	Adelaide CBD
Hours:	7-day rotating roster
Contract details:	Maximum Term Contract until October 2022 with high possibility of extension to 30 September 2024; subject to review of funding contracts and performance.

Organisational context

The Neami Group provides community-based recovery and rehabilitation services that support people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. Our vision is full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

The Neami Group is made up of the organisations Neami National and Mental Health and Wellbeing Australia (Me Well). Neami National is one of Australia's largest and most innovative mental health providers and in 2017, Neami National celebrates 30 years' of supporting people living with mental illness. Established in 2016, Me Well is a wholly owned subsidiary of Neami National and a provider of specialist mental health services under the National Disability Insurance Scheme (NDIS).

The Neami Group is committed to demonstrating the highest standards of safety and quality across all of our services. Quality, safety and clinical governance activities are key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services.

We acknowledge and value diversity and inclusion – we know that it makes our teams, services and organisation stronger and more effective. We are a smoke free organisation.

Position overview

The Urgent Mental Health Care Centre (UMHCC) – Clinical Lead is an exciting new role responsible for providing clinical leadership in the establishment, implementation, oversight, clinical leadership and development of South Australia's first Urgent Mental Health Care Centre. The UMHCC is based on RII International's "Crisis Now" movement and their international leading lived experience, high engagement, multi-disciplinary crisis model offering an alternative to Emergency Department presentations.

As the Clinical Lead, you will form part of the UMHCC leadership team who actively lead a multi-disciplinary team of peer support workers and clinicians to drive and establish evidence-based policies and practices, and high-quality individualised care to consumers accessing the UMHCC. You will also work in collaboration with peer

support leader, service manager, medical officers and a consultant psychiatrist whilst playing a critical role in building and maintaining partnerships, governance and collaborations key to the success of services & outcomes, including consumers & carers, local clinical/emergency teams and RI International (our formal partner).

Neami holds a high standard of leadership and expects them to lead and maintain a positive culture, quality coaching, supervision and to motivate high performance with their reporting managers and their teams. The role also involves oversight of evaluation & reporting; contract, regulatory & organisational compliance; resource management; service development; sector leadership and continuous quality improvement.

Period of employment

Maximum Term Contract until 31 October 2022; with high possibility of extension to 30 September 2024; subject to review of funding contracts and performance. This position is subject to a 6-month probationary period. The Clinical Lead may be expected to work some additional hours, including participating in meetings and having some on call responsibilities outside of ordinary working hours.

Accountability

The Urgent Mental Health Care Centre - Clinical Lead is accountable to the Service Manager.

Conditions of employment

The terms and conditions of employment will be in accordance with either the Health Professionals and Support Services Award or Nurses Award 2010. This position is subject to ongoing funding with SA Health.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

- Criminal record checks are mandatory for all new appointments. Neami will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$142.00).
- Working with Children check required before commencement of work (employee responsibility).
- You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

Qualifications

The successful candidate will have either/or of the following qualifications and accreditations:

Social Workers – It is a mandatory requirement that the candidate is eligible for membership to the Australian Association of Social Workers (AASW) and that the candidate does not have any other outstanding professional competency or ethical issues, or complaints known to the AASW which may preclude membership to the association. Current Accredited Mental Health Social Work endorsement with the Australian Association of Social Workers (AASW) would be highly desirable

- Psychologists – General or Clinical Registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- Registered Nurse – Registration as a Registered Nurse under the Health Practitioner Regulation National Law Act 2009 with a current annual practicing certificate from the Australian Health Practitioner Regulation Agency is essential. A relevant post-registration and/or tertiary qualifications in mental health nursing would be highly desirable. Credentialed status with the Australian College of Mental Health Nurses (ACMHN) would be highly desirable.
- Occupational Therapist Degree – Registration with the Australian Health Practitioner Regulation Agency with a current annual practicing certificate is essential. Current Accredited Mental Health endorsement with the Occupational Therapy Australia (OTA) would be highly desirable.
- It is a responsibility of the incumbent to maintain all registrations requirements with the appropriate registration authority and continuing professional development

Section B: Key responsibilities

Management and guidance

- Promote the mission, aims, objectives, values and philosophy of Neami internally and externally
- Oversee safe and high-quality multi-disciplinary service delivery
- Support implementation and oversight of recovery orientated urgent &/or crisis mental health services
- Provide cohesive clinical leadership to the UMHCC including contributing to the recruitment, orientation/induction, training, support and supervision/mentoring of program staff members
- Monitor workloads, workspaces and equipment and contribute to the development of a maintenance and support program for designated staff that is sustainable
- Ensure UMHCC services are safe and accessible with clear referral pathways and protocols
- Support the aims and objectives of the UMHCC through an understanding of the UMHCC Philosophy of Care and the SA Health Mental Health Services Plan 2020 – 2025
- Ensure compliance with legislation, regulations, professional practice standards, credentialing, scope of practice and policy issues

Program coordination

- Provide leadership to UMHCC clinicians and staff to develop and maintain a professional and flexible service model that incorporates evidenced-based care and best practice standards
- Support the development and implementation of clinical and operational policies and procedures for the UMHCC
- Develop and implement ongoing, innovative refinements to the service delivery and operations of the UMHCC
- Ensure work instructions for all positions involved within the UMHCC are reviewed and evaluated regularly in line with clinical and operational guidelines
- Implement systems, monitoring and evaluation to ensure internal audits and external accreditation requirements are met
- Support regular review and evaluation of UMHCC through collaboration with stakeholders, consumers, carers, staff and RII

Daily coordination function

- Ensures coverage of the coordination function the UMHCC which includes:
 - Providing response and leadership to the UMHCC team individually and collectively with any clinical and/or non-clinical issues
 - Respond to or delegate any crisis or distress calls / walk-ins
 - Process and respond to enquiries from external stakeholders
 - Troubleshoot issues that may arise where mental health team input is required
 - Conduct and administer fiscal operations, including processing purchase orders, reimbursements, authorising expenditures and coordinating financial reporting to the Service Manager – Crisis Services
 - Following up on written correspondence e.g. letters from lawyers, requests for reports/assessments, release of information, subpoenas etc.

Clinical Services

- Coordinating and providing clinical mental health services including:
 - Assess and screen referrals using appropriate tools, policies and procedures
 - Triage and assessment of UMHCC referrals
 - Provide information about mental health and available services
 - Work collaboratively with consumers and their carers/families to identify their mental health (and where appropriate, general health) needs
 - Coordinate client interventions by formulating client plans in collaboration with the consumer, carers, staff and external workers and agencies, including making internal and external referrals as needed

- Support the continuity of consumer care and information flow between consumers, staff and external workers and agencies

Relationship and community engagement

- Support the development or expansion of community engagement activities that promote good mental health and wellbeing in the community
- Timely review and approval of relevant program information, documents and marketing materials for distribution within the community
- Identify and employ strategies to develop and maintain relationships and communication with external stakeholders, referrers and governing bodies
- Sit as a member of community committees and networks as agreed by the manager or delegate to appropriate team member
- Participate in internal working groups and/or projects as required

Section C: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Skills and Abilities

- Uphold & champion consumer rights, co-design, peer work, diversity, inclusion and lived experience
- Ability to work as a member of a multidisciplinary team
- Capacity to apply a range of leadership styles and strategies appropriate to the situation with self-awareness and emotional intelligence
- Ability to perform multiple tasks and meet deadlines
- Ability to work independently with minimal supervision
- Proven high level of communication skills including the ability to communicate effectively, both orally and in writing with client, internal and external agencies and the community

Experience

- Proven experience at a senior clinical level within the area of mental health service delivery
- Demonstrated skill in the application of recovery-based approaches in a clinical setting
- Experience in successfully leading/coordinating a team of staff and working as a member of a multidisciplinary team with the ability to inspire and facilitate team commitment and cooperation
- Demonstrated experience in preparation of reports with recommendations
- Experience working across a range of Commonwealth and State funded mental health programs and ensuring program implementation in line with funding requirements and contracts
- Demonstrated ability to form and nurture partnerships with government and non-government mental health, emergency and community service providers

Knowledge

- Knowledge of local services particularly relevant to designated program area
- Knowledge of Occupational Health, Safety and Welfare Act, policies and practices with the ability to assess and manage clinical, work health and safety, quality & organizational risk
- Knowledge of Equal Opportunities Legislation, policies and practices
- Knowledge of Professional Codes of Conduct and Ethics: aware of and practicing within relevant Federal and State Legislation and the relevant Professional Code of Practice, Conduct and Ethics

Three reasons to work with us

1. High quality services

We have a fundamental commitment to provide each person we support with the highest quality services possible that match their values, strengths and goals in life.

We base our work on the best evidence available and have our own Research and Service Development Team. We also have an in-house Learning and Development Team that offers comprehensive training to all staff throughout their time with us.

Our service model is based on the University of Wollongong's Collaborative Recovery Model, which underpins all our services and provides for consistency and measurable outcomes.

We also incorporate the Optimal Health Program from St Vincent's Frameworks for Health, our own Physical Health Prompt and other complementary tools and approaches as needed.

2. Learning and innovation

We have grown and developed a lot in the last three years, with a doubling of the number of people we support and in the staff who support them.

This growth and development can be directly attributed to the quality of our services and the culture of learning and innovation that drives us as an organisation. We believe in learning new things, considering new perspectives and testing out new ideas as we find better ways to do things.

We are always looking ahead to ensure we can take advantage of new opportunities and respond to any risks or issues that are facing us and our sector.

3. Support for staff

Everything we do to support people to improve their mental health and wellbeing relies on our talented, well trained and passionate staff team.

We know that providing support to people with complex needs is challenging as are many of the other corporate roles within our organisation.

That is why we provide a supportive environment, comprehensive training, generous leave provisions and workplace flexibility measures to help people balance work and personal commitments.