

## Position Description

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# Mental Health Clinical Support Coordinator

## Section A: Position Details

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Position Title:	Mental Health Clinical Support Coordinator
Employment Status:	Full-time or Part-time
Classification and Salary:	Health Professionals and Support Services Award 2020 Level 2, or Relevant Industry Award
Location:	Connect to Wellbeing Mackay
Hours:	Up to 76 hours weekly
Contract Details:	Fixed term contract until 30 <sup>th</sup> June 2021 with possibility of extension

## Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for 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.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

## Position Overview

The Intake, Assessment and Triage Service is a Neami service located in Cairns, Townsville and Mackay. The Mental Health Clinician will be part of a multidisciplinary mental health team delivering high quality mental health intake, assessment and triage services for individuals in the region who experience mental health issues and are seeking support.

At this time, the Intake, Assessment and Triage Service receives referrals from GP's. The role of the Intake, Assessment and Triage Service is to screen referrals to determine eligibility, assess individual needs and refer individuals to the relevant service provider or community service in the area. The Intake, Assessment and Triage Service has been funded by the North Queensland PHN as part of their Stepped Care suite of strategies. The staff team at each Intake, Assessment and Triage Service will consist of a Service Manager, a Clinical Lead and Triage Mental Health Clinicians as well as a number of Intake workers.

As a Mental Health Clinician you will have a background in, and be registered in, Occupational Therapy, Social Work, Mental Health Nursing and/or Psychology. At the Intake, Assessment and Triage Service, you will be part of a team of Mental Health Clinicians who provide clinical assessments, risk assessments and care planning and facilitate access to appropriate clinical and community services.

As an Allied Health Worker, you will have registration with the relevant accreditation body in your field.

## Period of Employment

Fixed term contract until 30<sup>th</sup> June 2021 with possibility of extension

## Accountability

The Mental Health Clinician is accountable to a Clinical Lead at the location.

## Conditions of Employment

The terms and conditions of employment will be in accordance with the Health Professionals and Support Services Award 2020 or Relevant Industry Award.

## Core requirements prior to any offer, or commencement of employment:

- 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.
- Working with Children checks (are required before commencement of work - Blue Card with Yellow Card Exemption or Blue & Yellow Cards (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.
- At all times maintain annual registration requirements with appropriate registration authority (AASW, AHPRA) including registration standards and continuing professional development (CPD).

## Qualifications

- Social Workers – Registered member of the AASW and have AASW accreditation.
- Psychologists – General or Clinical Registration with the Australian Health Practitioner Regulation Agency (AHPRA)
- Registered Nurses – Registered
- Occupational Therapists – Registered with the Australian Association of Occupational Therapist and AHPRA

## Section B: Key Responsibilities

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### Clinical Services

Provide clinical mental health services including:

- Assess and screen referrals using appropriate tools, policies and procedures
- Manage and review priority list as and when required, including priority list management intervention which includes: call back, cross sector referrals, gathering additional information, application of telephone coaching including self-management advice and support
- Engage consumers and develop trusting and professional relationships
- Maintain accurate individual consumer files and databases in accordance with the policies and procedures of Neami and the service agreement with the funding body.
- Provide information about mental health and available services in the community
- Triage and assessment of mental health referrals
- Work collaboratively with clients and their families to identify their mental health (and where appropriate, general health) needs
- Coordinate client therapeutic interventions by formulating client plans in collaboration with the client, family/carers, staff and external workers and agencies, including making internal and external referrals as needed
- Determine client goals and strategies to be implemented through therapy and review as required
- Support the continuity and client care and information flow between clients, staff GPs and external workers and other agencies
- Participate in psychiatric assessment with consumers where appropriate
- Provide individual clinical interventions as required
- Close client files using appropriate tools, policy and procedures

### Other Clinical Responsibilities

- Participate in additional clinical responsibilities as determined by need and in consultation with the Mental Health Clinical lead
- Be willing and able to provide cover for crisis and unsolicited calls or walk-ins as directed by the Clinical Lead or in their absence
- Provide leadership, secondary consultation, case review and support to other staff including clinicians

- Provide leadership in individual and group supervision, and attendance at team meetings and external meetings

## Liaison and Networking

- Foster and maintain relationships with external stakeholders to ensure good communication flow and clear referral pathways
- Participate in community engagement activities as directed and promote the mental health and wellbeing of the community

## Records Management

- Comply with electronic case file system and any other relevant organisational processes and procedures
- Document presentations and attendance at events

## 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

- Proven ability to design and implement psychological interventions for group therapy
- Proven ability to administer and interpret appropriate psychometric tests and outcome measurements
- Proven ability to apply evidenced based psychological interventions including understanding of current theoretical concepts within mental health sciences and their application to mental health issues and problems
- Proven high level of communication skills including the ability to communicate effectively, both orally and in writing with clients, internal and external agencies and community members
- Ability to work as a member of a multidisciplinary team
- Ability to perform multiple tasks and meet deadlines
- Ability to work independently with minimal supervision
- A positive customer service attitude
- Able to apply organisational policies and procedures
- Ability to model appropriate, positive and professional behaviour when representing the organisation

### Experience

- A minimum 2 years supervised experience in the area of mental health
- A minimum 2 years relevant professional development and or supervision
- Proven experience facilitating Psychological Group therapeutic services, for people experiencing low prevalent conditions such as psychotic disorders and personality disorders.

## Knowledge

- Knowledge of Occupational Health, Safety and Welfare Act, policies and practices
- 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