



## Position Description

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# Mental Health Clinicians

## Section A: position details

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Position title:	Mental Health Clinicians
Employment Status:	Part Time and Casual positions available
Classification and Salary:	Health Professionals and Support Services Award 2020, Level 2
Location:	Adelaide CBD
Hours:	7-day rotating roster
Contract details:	Maximum Term contract until 31 October 2022 with likely extension until 30 September 2024 subject to funding, Casual contract

### 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) Mental Health Clinicians are exciting new roles responsible for providing high quality services to consumers experiencing mental health crisis presenting to 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 a Mental Health Clinician, you will draw on your discipline skills, engage with the consumer, other clinicians, the consumer's treatment team, Neami staff and family/friends/carers to provide high quality assessments and interventions aimed at improving mental health outcomes for consumers accessing the UMHCC. The Mental Health Clinicians will have a strong emphasis on preparing the consumer to transition home. This work will focus on clinical assessment and collaborative care planning.

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

Casual employment and Maximum Term contract until 31 October 2022, subject to 6-month probation period. Likely extension until 30 September 2024 subject to funding.

## Accountability

Mental Health Clinicians is accountable to the Clinical lead and Service Manager - UMHCC.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Health Professionals and Support Services Award 2020, Level 2.

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
- 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.
- All staff are required to adhere to the UMHCC immunisation policy directives to minimise the risk of vaccine preventable diseases in order to protect workers, other employees, consumers and visitors.

## Qualifications

As a Mental Health Clinician, you will have registration with the relevant accreditation body in your field. It is a responsibility of the incumbent to maintain all registrations requirements with the appropriate registration authority and continuing professional development

- **Social Worker** – 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. Incumbent is required to have a minimum 2 years' experience in

mental health practice and current Accredited Mental Health Social Work endorsement with the Australian Association of Social Workers (AASW) would be highly desirable.

- **Psychologist** – General or Clinical Registration with the Australian Health Practitioner Regulation Agency (AHPRA)
- **Occupational Therapist** – Registration with the Australian Health Practitioner Regulation Agency with a current annual practicing certificate is essential. Incumbent is required to have 2 years' experience in mental health practice and current Accredited Mental Health endorsement

## Section B: Key Responsibilities

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Provide direct support and rehabilitation to consumers within their community

- Engage consumers and develop trusting and professional relationships
- Provide brief and detailed assessment and collaborative care plans to consumers. The objective of Exit Planning is to minimise the risk of relapse of the consumer following leaving
- Engage consumers, using a strengths-based approach to complete a mental health status measurement and a needs assessment.
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible outcomes
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- Promote Neami's culture of practice, which is underpinned by the principles of Collaborative Recovery. Ensure that a consumer-centred approach is used in the provision of interventions at all stages of the consumer journey
- Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to more effectively support consumers and promote the recovery model
- Actively encourage and support consumer and carer participation and leadership within the service and ensure feedback processes are used including processes for resolving complaints
- Provide high quality service delivery at all stages in the consumer pathway. This includes utilising the systems and processes at the pre-admission and service eligibility stage, participating in intake assessment of consumers as required and exit planning
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service
- Provide services that are consistent with the Neami Clinical Governance Framework
- Participate in the monitoring, review and innovation of service delivery within a quality and safety framework
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct
- Ensure incident and critical incident reporting occurs in accordance with guidelines
- Work and act independently within the parameters of the role, demonstrating professional autonomy and an ability to decide when it is appropriate to refer to the Clinical Lead, Service Manager or other Senior staff for guidance

Participate fully as a team member

- Using the team approach to support work, cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through, decision-making processes, service planning sessions, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers and carers

- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future
- Foster a learning environment by participating in reciprocal guidance and coaching with other staff to share discipline knowledge and develop and inform your own practice by drawing on the expertise and insights of other staff

## Working with community partners

- Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual service plan for the consumer
- Work closely with UMHCC multi-disciplinary team in order to deliver the best possible comprehensive service to consumers
- Work closely with first responders, community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities
- Facilitate positive outcomes for consumers and carers through strong operational partnerships with public and private mental health services and other key stakeholders
- Maintain strong working partnerships in particular with the public and private Mental Health Services to ensure a collaborative approach to intake, escalation and exit and the effective operation of the UMHCC

## Service development

- Through service delivery and in collaboration with partners, staff and consumers identify service gaps and contribute to the development of appropriate solutions to address these gaps
- Actively participate in the assessment, planning, implementation and evaluation of the Service
- Ensure the service is provided in a manner which is accessible to CALD and Aboriginal community members, and contribute to the development and implementation of strategies to monitor, and review the level of accessibility
- Contribute to the development of policies relevant to the UMHCC (internally and externally) in line with Neami aims and objectives and contract requirements
- Undertake projects that contribute to the overall development of the organisation as decided by the Service Manager or other Management Team members

## Mental health promotion

- Participate in the promotion of a better understanding of the needs of people experiencing mental health crisis among mainstream services and the local community by ensuring the provision of primary, secondary and tertiary consultation to mainstream services
- Contribute to advocating for improved service delivery, additional resources and development of accessible community services on behalf of consumers and carers where appropriate
- Participate in the development of mechanisms by which Neami's vision and services are regularly promoted to the community through public events, functions and forums

## Maintain records and resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Implement Neami Risk Management Framework at the UMHCC service and ensure timely response to any identified risks related to staff and or consumers
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date

## Section C: key competencies

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### 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 multi-disciplinary 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