

Position description

Allied Health Clinician

Section A: Position Details

Position title:	Allied Health Clinician
Employment Status:	Part Time
Classification and Salary:	Health Professionals and Support Services Award 2010, Level 2 Allied Health Neami National Salary Structure (Paypoint dependant on experience)
Location:	YFlex – Westfield Plenty Valley, Mill Park
Hours:	Monday to Friday 9:00am – 5:30pm
Contract details:	Maximum term contract until 30 June 2022 – with the possibility of extension dependent on funding

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.

YFlex - Youth Severe Mental Health Service

YFlex (Youth Severe Mental Health Service) is a multidisciplinary assertive outreach team based in a local community hub in Whittlesea LGA that will provide responsive and flexible support to young people 12-25 who have or are at risk of developing severe mental illness. The team will work across Whittlesea and southern parts of Murrumbidgee and Mitchell shires. The service aims to provide early intervention to young people with complex needs who may have fallen through the service gaps.

YFlex delivers recovery-focused support with integrated clinical care that will maximise early intervention for young people who are hard to reach, aiming to minimise interruption to their developmental trajectory and community participation. The focus will be on re-initiating and maintaining engagement with education, employment, leisure, family and social networks through the provision of strong, relational engagement and active outreach. Fostering trust will enable exploration of young people's strengths and aspirations, along with effective evidence-based strategies to enable goal-directed change. The intention will be to reconnect the young person with mainstream health, mental health and community supports as soon as they are ready, with capacity for rapid re-engagement if required in the future.

Position Overview

You will work as part of a multi-disciplinary recovery-focused team providing high quality support to young consumers of the YFlex program.

At YFlex you will work in close collaboration with the team comprising Service Manager, your Allied Health Worker colleagues, Peer Support Worker, Consultant Psychiatrist and Service Manager. Drawing on your disciplinary skills, you will engage with young consumers, clinicians, and the consumer's treatment team their family, friends and carers to provide high quality assessments and interventions aimed at improving mental health outcomes for young people. You will play an active role in disciplinary knowledge sharing with your Neami colleagues and creating a reciprocal learning environment for staff.

The Allied Health Worker positions will have a strong focus on fostering trust and delivering one on one interventions. In addition, you will develop strong working relationships with all youth specific services in the area in order to meet the needs of YFlex consumers. Our focus is on supporting young people to engage in their community and in education, employment and social inclusion.

As an Allied Health Worker, you will have registration with the relevant accreditation body in your field. Neami will make provision for external clinical supervision to be provided to assist with maintaining registration requirements.

Period of Employment

Maximum term contract until 30 June 2022, subject to a 6-month probationary period.

Accountability

The Allied Health Clinician is accountable to the Service Manager. Monthly external clinical supervision will be arranged by Neami.

Conditions of Employment

The Allied Health Clinician position is classified at Health Professionals and Support Services Award 2010, Level 2, Allied Health Neami National Salary Structure (Paypoint dependant on experience). A number of benefits are available to all staff, including generous salary packaging, with rewarding NFP fringe benefit tax exemptions.

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

Police check	Criminal record checks are mandatory for all new appointments. Neami National 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	A valid Working with Children check must be supplied by all new employees (employee responsibility).

Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Right to work within Australia	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.
Clinical Registration	At all times maintain annual registration requirements with the relevant body (AHPRA/AASW) including registration standards and continuing professional development (CPD)
Qualification	Education and training history together with certified copies of all diplomas, degrees and any post graduate qualifications (copies to be supplied at Interview). Details of any endorsement or accreditation by colleges, associations or societies for provision of clinical services.

Section B: Key Responsibilities

Service Delivery

- Promote Neami's recovery oriented practice which is underpinned by the principles of Collaborative Recovery. Ensure that a consumer-centered approach is used in the provision of interventions at all stages of a young person's journey
- Effectively consider and implement Exit Planning with an objective to minimise the risk of a relapse for the consumer following leaving
- 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
- 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
- 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 and take part in local on-call arrangements as required
- 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 Service Manager, Clinical staff, or other Senior staff for guidance

Partnerships and Community Engagement

- 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 assessments and the effective operation of the DMHRRRC service
- Develop and maintain strong working partnerships with local community services to facilitate collaborative delivery of targeted group programs in the community

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
- Undertake projects that contribute to the overall development of the organisation as decided by the Service Manager or other Management Team members

Participation within the Team

- Constructively participate in supervision, formally and informally with the Service Manager
- Constructively participate in regular external clinical supervision, as directed by Neami.
- Support the induction and orientation of new staff members at Neami as required from time to time
- 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
- Participate in an annual performance review
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Raise and seek to resolve any areas of conflict or dispute with other staff in an open, honest and respectful manner
- Support Neami efforts in reducing our impact on the environment and work towards a sustainable future

Administration

- Implement Neami Risk Management Framework at the YFlex service and ensure timely response to any identified risks related to staff and or consumers
- Ensure all consumer data is entered into Carelink+ data base
- Complete all documentation related to service delivery in a timely manner
- Provide reports as required to the Service Manager

Mental Health Promotion

- Participate in the promotion of a better understanding of the needs of people with a psychiatric disability 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 in the catchment area of the service 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
- Participate in the development of the Health Promotion Plan for the Service

Maintain Records and Resources

- Collect, collate and maintain data and write case notes in a timely manner on consumer contact
- With team members collect information on community resources
- Records management:
 - 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

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:

Working with Young People

- Demonstrated skills in the provision of high quality assessments and interventions to resolve or ameliorate emotional distress of consumers.
- Demonstrated ability to effectively perform in an environment of change, to be creative when problem solving and work to timelines
- Demonstrated understanding of the issues relevant to people with mental illness living in the community (including those from a CALD or ATSI background) and a strong commitment to consumer rights and their participation in mental health services
- Possesses an understanding of the key issues affecting young people living in the community who are experiencing severe mental ill health and are struggling to access services
- Knowledge and experience of the health and mental health issues impacting young people including the developmental stages of childhood and adolescence
- Has high level interpersonal skills, including the ability to communicate sensitively and effectively with young people their families, friends and carers
- Understanding of trauma informed care

Knowledge of the Service System

- A sound understanding of the issues surrounding young people and a commitment to working with people who are disadvantaged within the community
- The ability to translate governmental policies and strategies for Youth Engagement into practice
- The ability to work sensitively and effectively with young people
- Knowledge and awareness of the impact of trauma on the individual, a team and the service system
- An understanding of the youth service system in Whittlesea, parts of Mitchell and Murrindindi LGAs

Adhering to Principles and Values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and professional conduct
- Demonstrates respectful, transparent and open communication

- Demonstrates commitment to the program, the organisation and its values

Working with People and Building Relationships

- Demonstrated ability to build partnerships with government and non-government health and welfare service providers to pursue practical strategies to improve service delivery to consumers
- Ability and commitment to work in a collaborative team approach to service delivery and development, in conjunction with the management team
- Highly developed interpersonal skills, including using reflective practice principles
- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address and manage conflict in a fair and transparent manner
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly and accurately conveys opinions and information respectfully with all forms of communication
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Obtains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Ability to engage with a diverse range of needs and develop trusting and professional relationships
- Understanding of trauma informed practice and adolescent stages of development

Communicating and Facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way
- Well-developed interpersonal communication, advocacy, negotiation and conflict management skills

Planning, Organising and Problem Solving

- Manages time effectively
- Sources, organises and maintains resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from managers and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

- Demonstrated ability to contribute to service evaluation, policy and procedure reviews and other continuous improvement activities

Adapting and Responding to Change, and coping with challenges

- Flexibly adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Strong computer literacy