

Position Description

Position	Access and Referral Clinician
Location	Heatherston
Directorate	Service Innovation
Reports to	Manager, Service Development Mental Health
Employment Status	Full-time/ Part-time, maximum term varying lengths (6 months to 2 years)

About South Eastern Melbourne PHN (SEMPHN)

SEMPHN is a leader, facilitator and influencer towards the shared goal of better primary health care.

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia, with around 1.5million residents in our catchment.

Reporting to an independent Board, we are funded primarily by the Australian Government to help people in south east Melbourne get the health care they need, when and where they need it.

We do this by:

- commissioning out-of-hospital services, locally.
- partnering to make quality care more accessible and integrated, and easier to navigate – especially for people who need it most.
- helping primary health care professionals to deliver the best care possible – now, and into the future.
- influencing Government policy on primary health care reform.

Evidence-based practice is the foundation of our work, and we are constantly asking, ‘together, how can we do this even better?’

The Australian Government has seven priority areas for improvement and innovation for primary health: Mental health; Alcohol and Other Drugs (AOD); Aboriginal and Torres Strait Islander Health; Aged care; Population health; Health workforce development and Digital health.

In this context, we challenge the status quo and often design things differently, with a very clear goal to measurably improve health. This is the ultimate indicator of our success.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

In facing the many opportunities and challenges in our work, our people are exceptional at adapting to evolving needs

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About the Service Innovation Directorate

The Service Innovation Directorate leads change in the areas of commissioning services across the region enabling SEMPHN to both increase access to primary health care services and shape the system that delivers those services. This team provides the essential capacity in service design, including co-design and contract management necessary for intelligent and efficient commissioning activities.

Job Summary

The Access and Referral team is the point of entry into the SEMPHN funded Mental Health and Alcohol and Other Drugs Services. The team facilitates referrals for existing clients that need to step up or down into different parts of the stepped care model according to their needs. This will be achieved by working on a client level and a systems level to ensure effective and appropriate referrals are received for a specific target group.

This position provides day to day clinical oversight at the entry point into the SEMPHN Access and Referral services across the South Eastern Melbourne PHN region. The position will ensure the delivery of timely, accessible and high-quality intake functions, including the planning and evaluation of relevant Access & Referral initiatives. This position compliments the bigger SEMPHN commissioned Mental Health services with expectations of providing clinical oversight to these services as required.

It is expected that the role will work with agreed processes and utilise their clinical skills to ensure appropriate screening and monitoring of referrals as well as effectively managing referrals where there is an identified risk. The role will actively monitor and develop strategies in accordance with service demand and contribute to the development and refinement of Access & Referral systems, processes and clinical care pathways. A key component to this role is to participate in and assist with the implementation of the National Guidance of Initial Assessment and Referral framework.

The Access and Referral Clinician may also be responsible for coordinating reported incidents and complaints from SEMPHN funded commissioned providers and for this component of the role. The Access and Referral Clinician may report status and outcomes to the SEMPHN Clinical Governance Group.

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Key Responsibilities

- Provide clinical oversight of incoming referrals and broader service navigation to referrers and consumers.
- Act as a first point of contact and provide excellent customer service for all incoming referrals and enquiries, via a referral form or telephone.
- Assist service providers with knowledge on service availability as required.
- Liaise with GPs, referrers and funded providers to ensure referrals are assessed and allocated to the right service that meets the consumer's presenting level of care.
- Maintain current knowledge of local service providers and support agencies to effectively provide appropriate information as well as facilitate enquiries and referrals to the right service/s within the stepped care framework.
- Actively lead in assisting ineligible clients access services as needed and identify and track themes raised by ineligible referrals.
- Liaise with GPs, other health professionals, agencies and organisations involved in the program as required and ensure that feedback is professional and provided within a reasonable timeframe.
- Ensure completeness & accuracy of all data entered into the client information system.
- Troubleshoot with and escalate clinical issues or presenting risks/concerns to the line Manager where additional assistance / guidance is indicated.
- Assist GPs, Allied Health Providers and the general public with information to navigate the service system and mental health/AOD and psychosocial programs.
- Participation in the planning, evaluation and design of Access & Referral functions.
- Attend and participate in relevant projects, working groups and events as required such as the implementation of the National Guidance of Initial Assessment and Referral framework.
- Participate in relevant internal and external meetings as they relate to the Access & Referral service.
- Network with other provider intake positions in the region as required.
- Adhere to statutory acts, standards and codes of ethics relevant to professional background.

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Quality

- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.

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Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

Key Relationships

Internal

- All staff within South Eastern Melbourne PHN
- Access & Referral team
- Service Development teams

External

- GPs
- Allied Health Providers
- Clients
- Relevant mental health and alcohol and other drugs agencies and organisations
- Broader service system and sector agencies

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Key Selection Criteria

Qualifications

- Tertiary qualifications and current registration with a relevant professional registration body in fields such as psychology, social work, mental health nursing or occupational therapy.

Skills, Knowledge and Experience

- Significant relevant clinical experience in primary care, tertiary or the community sector, ideally in the mental health field.
- Knowledge of referral pathways, eligibility criteria for mental health psychosocial services and knowledge of digital health technology.
- Demonstrated understanding of the mental health, psychosocial and AOD service systems and relevant experience working with these consumer cohorts including consumers with severe and persistent mental health issues.
- Excellent communication (verbal and written) and negotiation skills.
- Demonstrated ability to problem solve, decision making and advocacy in order to prioritise and coordinate support for clients, including those with complex needs.
- Demonstrated experience in influencing, negotiating and engaging positively with a diverse range and large volume of stakeholders to achieve improved outcomes.
- Demonstrated ability to manage escalated clinical risks and enquiries and provide guidance and support as required.
- Professional phone manner and exemplary customer service skills.
- Extensive experience in the use of Client Management Systems.
- Proficiency in the use of Microsoft Office suite.

Other

- Appointees must have flexibility with starting and finishing times and potentially may be rostered to work weekends.
- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check will be required in accordance with government funding requirements.
- All employees of SEMPHN may be required to work across the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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