

POSITION DESCRIPTION

Position Title	Clinical Lead
Reporting To	Regional Manager
Employment Status	Full-time, Maximum Term Contract until 30 June 2023
Classification	Health Professionals and Support Services (Level 3) or Nurses Award (Above Award Salary)
Team/Service	Penrith Head to Health
Direct Reports	N/A
Date	July 2021

PROGRAM OVERVIEW

The Penrith Head to Health service is a new Neami service located in Penrith, NSW. The Clinical Lead will provide clinical oversight for and leadership of a multidisciplinary health team to inform and guide the delivery of high-quality mental health intake, assessment and triage services for individuals in the Nepean Blue Mountains PHN (NBMPHN) region who experience mental health issues and are seeking support.

Penrith Head to Health is one of eight centres being established around the country, one in each state and territory. More information about the service model can be found by reading the following document:

<https://consultations.health.gov.au/mental-health-services/adult-mental-health-centres/results/finalservicemodelforadultmentalhealthcentresseptember2020.pdf>

The program is currently in its establishment phase with the doors set to open on the 1st December 2021. This will be followed by a service embedding phase which will use an iterative process to streamline the service operations. The full operational phase will begin on the 1st July 2022. The current service design is being informed by several co-design and consultation phases engaging stakeholders including service users, service providers and community members. Neami is seeking to engage the clinical lead early in the establishment process so they can be part of shaping the service design. The Clinical Lead will report to the Establishment Project Team throughout the establishment phase.

The final service model and makeup of the multidisciplinary team will be finalised following the co-design process. This position will report to the service manager of the Penrith Head to Health when the service is established.

The Clinical Lead position will have responsibilities around leading the clinical governance for Penrith Head to Health. The clinical lead will play a role in ensuring Penrith Head to Health integrates with Local Health District Services and other clinical partners including Likemind, Headspace and Primary care. During the establishment phase this will include working to establish clinical pathways, assessment protocols and transition of care arrangements.

The clinical lead will work with the Service Manager to provide guidance, service coordination, planning, implementation and problem solving as well as clinical supervision to the team. You will play an active

role interdisciplinary knowledge sharing with your Neami colleagues and creating a reciprocal learning environment for staff.

The Clinical Lead will report to the Penrith Head to Health Service Manager who reports to the State Manager NSW.

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.

Qualifications

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

- Psychologists – General or Clinical Registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- 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
- 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

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Provide clinical oversight for and positive leadership of the multidisciplinary health team, to ensure all clinicians within the team work together to achieve excellence in service delivery, within the available resources.
- Facilitate a strong clinical governance culture within the team, where each practitioner takes responsibility for their own decision making and quality improvement activities, whilst supporting the clinical governance framework of Neami. Including monitoring and evaluation to ensure Neami's internal audits and external accreditation requirements are met.
- 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 intake, assessment and referral services
- Provide services that are consistent with Neami's Clinical Governance Framework
- 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.
- 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
- 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, Regional Manager, or other Senior staff for guidance.

Clinical Services

Coordinating and providing clinical mental health services including:

- Assess and screen referrals using appropriate tools, policies and procedures
- Provide information about mental health and available services
- 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, staff and external workers and agencies, including making internal and external referrals as needed
- Determining client goals and strategies to be implemented through therapy and review as required
- Support the continuity of client care and information flow between clients, staff and external workers and agencies
- Participate in psychiatric assessment with clients where appropriate
- Provide individual clinical interventions as required.

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 and primary health to ensure a collaborative approach to intake assessments and the effective operation of Penrith Head to Health.
- Develop and maintain strong working partnerships with local community services to facilitate collaborative delivery of services

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 and Torres Strait Islander 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 Penrith Head to Health (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 NSW Senior Leadership Team.

Participation within the Team

- Constructively participate in supervision, formally and informally with the Service Manager
- Constructively participate in regular external professional discipline supervision, as directed by Neami.
- Support the induction and orientation of new staff members at Penrith Head to Health 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 session, 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

Relationship and Community Engagement

- Assist the Service Manager in directing 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 required
- Seek out and secure outreach locations for clinicians and manage relationships to ensure the longevity of these partnerships

Maintain Records and Resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Service Manager regarding achievement of work plans

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Formal tertiary qualification in either psychology, social work, nursing, occupational therapy
- Accredited registration with a professional governing body such as AHRPA, ACA, AASW
- A valid Working with Children Check
- A valid Vulnerable Person check
- A valid Australian Driver's License
- Proven experience at a clinical level within the area of mental health service delivery
- 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
- Education and training history together with certified copies of all diplomas, degrees and any postgraduate qualifications (copies to be supplied at Interview)
- Details of any endorsement or accreditation by colleges, associations or societies for provision of clinical services
- Details of previous mental health care related employment
- 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

Desirable

- Knowledge of local services particularly relevant to designated program area
- 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

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.