

## P O S I T I O N   D E S C R I P T I O N

<b>Position Title</b>	Clinical Service Lead (Service Integration)
<b>Reporting To</b>	Clinical Service Manager
<b>Employment Status</b>	Full-time, Permanent
<b>Classification</b>	Health Professional and Supports Services Award Level 3 or Nurses Award 2010 Level 3
<b>Team/Service</b>	Townsville Head to Health
<b>Direct Reports</b>	Nil
<b>Date</b>	May 2022

### PROGRAM OVERVIEW

Townsville Head to Health (HTH), funded by Northern QLD PHN through the Australia Government’s PHN Program, is a front door for people over 18 to access mental health support. The centre assists people experiencing high levels of distress or suicidal crisis, by providing accessible community mental health supports. Service delivery reflects principals of Trauma Informed Care and Recovery Orientated practices, and is guided by extensive co-design processes. People engaged with the service have access to short to medium term targeted care and support, psychoeducation, and support to access other relevant services.

The HTH Centre receives referrals from GP’s in the area, public mental health services, community organisations as well as self-referrals from members of the community.

Our HTH Centre multidisciplinary team is made up of clinical staff and Well-being Coaches providing social and emotional wellbeing supports, psychosocial support, and peer support.

The HTH Centre provides a holistic approach to care, addressing a range of social, physical and Emotional needs informed by the Collaborative Recovery Model (CRM) and supported by best practice in evidence- based and evidence informed care.

### POSITION OVERVIEW

As a **Clinical Lead (Service Integration)**, you will draw on your discipline specific skills, to provide clinical leadership to a multidisciplinary team who deliver a range of services to adults experiencing emotional distress, crises, mental ill health and/or addiction, and their families, supporting people and carers through a “no wrong door” approach. The primary function of the role is to establish and maintain referral pathways in and out of the centre. As the Centre evolves, there will be emerging needs and opportunities for development. The role involves shift work, which includes day, evening, and weekend shifts.

## **THE POSITION**

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### ***Key position Responsibilities, Duties and Accountabilities***

- Establish and maintain relationships with organisations that refer people to the Centre.
- Establish and maintain referral pathways for People who have needs outside the Centres scope of practice.
- Identify, Innovate, develop opportunities to enhance the Mental Health service system in North Queensland.
- Ensure that a consumer-centred approach is used throughout all engagement activities
- Provide clinical support to a multidisciplinary team to work together to achieve excellence in service delivery.
- 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
- Identify and coordinate Clinical, non-clinical and peer led groups to support recovery and ongoing mental wellness for the Centre.

### **Records Management**

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.
- 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.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.

## **ORGANISATIONAL ACCOUNTABILITIES**

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- Act at all times in accordance with the Neami National Code of Ethics
- 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**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

The Clinical Lead will be expected to be a Registered Psychologist, Occupational Therapist, Registered Nurse or Social Worker with a current annual practicing certificate from the Australian Health Practitioner Regulation Agency essential, or a Social Worker with eligibility to register with the Australian Association of Social Work.

- Proven experience at a clinical level within the area of mental health service delivery.
- Demonstrated experience in service development, integration and a thorough understanding of existing Human Services in North Queensland.
- Experience in Community Development or Community led projects
- Experience in leading and working as a member of a multi-disciplinary team with the ability to inspire and facilitate team commitment and cooperation.
- Innovation, service development, clinical agility and commercial acumen are core components to success in this position.
- Demonstrated ability to effectively perform in an environment of change, to be creative when problem solving and work to timelines.
- 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 would be advantageous

### **Mandatory Requirements**

- AHPRA Registration and maintenance of registration standards and continuing professional development (CPD)
- Relevant qualification in Psychology, Occupational Therapist or Registered Nurse
- Current QLD Blue Card
- Police check
- Driver's licence
- Working rights

### **Required Documentation**

- 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

- Details of previous mental health care related employment
- APS board approved to oversee supervision pathways for intern psychologists (4 plus 2, 5 plus 1 and clinical registrars). If the supervisor qualification is not held, Neami may support the attainment of this qualification for the right candidate

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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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.