

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

Position Title	Mental Health Clinician
Reporting To	Service Manager and Clinical Lead
Employment Status	Casual
Hours	7 Day Rotating Roster
Classification	Health Professionals and Support Services Award, Level 2
Team/Service	Urgent Mental Health Care Centre – Adelaide CBD
Direct Reports	Nil
Date	August 2022

PROGRAM OVERVIEW

The Urgent Mental Health Care Centre (UMHCC) is an exciting new service which provides South Australian’s an alternative service to attend when experiencing mental health crisis. The UMHCC is a first of its kind service in Australia and is based on our formal partner, RI International’s (RII) “Crisis Now” movement and their international leading lived experience, high engagement, multi-disciplinary crisis model offering an alternative to Emergency Department presentations.

POSITION OVERVIEW

The Mental Health Clinician is an exciting role responsible for providing high quality services to guests experiencing mental health crisis presenting to Australia’s first Urgent Mental Health Care Centre.

As an Allied Health Professional, the Mental Health Clinician will draw on their discipline skills, engage with the guests (consumer), other clinicians, the guest’s treatment team, Neami staff and family/friends/carers to provide high quality assessments and interventions aimed at improving mental health outcomes for guest s accessing the UMHCC. The Mental Health Clinician will have a strong emphasis on preparing the guest to transition home. This work will focus on clinical assessment and collaborative care planning.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Engage guests and develop trusting and professional relationships
- Provide brief and detailed assessment and collaborative care plans to guests. The objective of Exit Planning is to minimise the risk of relapse of the guests following leaving
- Engage guests, using a strengths-based approach to complete a mental health status measurement and a needs assessment.
- Work within a holistic framework considering the needs of the guests, family, carers and other members of the community to ensure tangible outcomes
- Follow all WH&S procedures to ensure safe work practices
- Promote Neami's culture of 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 the guest journey
- Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to support guests and promote the recovery model more effectively
- Actively encourage and support guests 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 guest pathway. This includes utilising the systems and processes at the pre-admission and service eligibility stage, participating in intake assessment of guests 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 to ensure continuity of care and provision of a comprehensive service to guests
- 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 guests 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 guest's interests, their connections with family and friends and work together with guest to build their capacity to be part of their community
- Involve carers, family and friends as identified by the guest in the individual service plan for the guest
- Work closely with UMHCC multi-disciplinary team to deliver the best possible comprehensive service to guests
- Work closely with first responders, community mental health teams, emergency departments and referral services to create opportunities for guests to participate in community activities
- Facilitate positive outcomes for guests and carers through strong operational partnerships with public and private mental health services and other key stakeholders
- Maintain strong working partnerships 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 guests 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

Records Management

- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation, and research activity in organisational culture, operations, and strategy
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data
- Use of data, monitoring, evaluation, and research to continuously improve service provision, organisational functioning and the strategic directions
- 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 guests
- 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

ORGANISATIONAL ACCOUNTABILITIES

- Act always 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, guests, 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 Psychology, Social Work or Occupational Therapy
- Accredited registration with a professional governing body such as AHPRA, ACA, AASW
- A valid Working with Children Check
- A valid Vulnerable Person check
- Demonstrated skill in the application of recovery-based approaches in a clinical setting
- 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
- All staff are required to adhere to the UMHCC immunisation policy directives to minimise the risk of vaccine preventable diseases to protect workers, other employees, guests, and visitors.

Desirable

- 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

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.