

Eastern Health

POSITION DESCRIPTION

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| Position Title: | Clinical Case Manager, Chandler Community Team Infant, Child and Youth Mental Health Service (ICYMHS) |
| Award Classification: | Grade 2 Occupational Therapist, Social Worker or clinical Psychologist Grade 3 Registered Psychiatric Nurse |
| Award / Agreement Name: | Victorian Public Mental Health Services Enterprise Agreement 2021-2024 Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025 |
| Position Reports to: | Line Report – Team Leader- Chandler Community Team Professional report- ICYMHS Clinical Lead Allied Health (dependent upon discipline) or MHWP Director of Nursing |

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Chandler Community Team is one of four Community Teams within the Infant, Child and Youth Mental Health Service (ICYMHS) at Eastern Health, delivering high quality mental health assessments and clinical interventions for young people aged between 0-25 who are experiencing serious mental health illness. The team works collaboratively with the young person, their family and support system.

The Clinical Case Manager will have clinical experience in mental health services or similar areas and have a commitment to ongoing professional and service delivery development.

The Clinical Case Manager will report directly to the Chandler Community Team Stream Team Leader, who in turn reports to the Clinical Director for clinical governance and to the ICYMHS Community Manager for operational management and financial governance. The position will be part of a high quality service that is responsive to the needs of clients within the team and is supported by clinical, operational and discipline specific supervision, ongoing professional development and active participation in team and service planning and development.

The position whilst located in Ferntree Gully, it may require the provision of services to other teams and programs within EH ICYMHS.

ICYMHS is committed to providing a clinical service that is accessible to all young people and families and there may be opportunity for flexible work hours, within the provision of an afterhours clinic or group treatment program.

1. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Ensure advanced mental health care practice in assessment, diagnosis, formulation and individualized recovery planning, and multi-modal therapeutic treatment that is consistent with standards outlined for children 0 – 25 years of age.
- Work collaboratively with children, young people families/carers, co-clinicians and key stakeholders in the management of mental illness or co-morbid mental illness.
- Assist the service to develop and implement a system of service that reflects integrated care
- Provide clinical services to clients/consumers, their families and to other agencies by having direct contact for 50% of their clinical hours per week for centre-based and outreach work, and participating in group, family and individual therapeutic activities as required by ICYMHS.
- Respond to crisis situations and urgent clinical problems by participating in the crisis response system with other team members
- Provide service co-ordination, consultation and ongoing feedback to referring agents and other relevant agencies through case liaison, preparing high quality assessment, review and discharge reports and communicating with external agencies.
- Well-developed interpersonal and communication skills (written and verbal) including the ability to function effectively in a multidisciplinary team, work in partnership with consumers, carers, families and other service providers and a demonstrated high level of conflict resolution and negotiation skills.

- Demonstrated ability to work both independently and interdependently as member of a multidisciplinary team.
- Provide specialist discipline specific assessment, and/or treatment for clients and their families referred from within the team and provide consultation to team members regarding case related discipline specific matters.
- Sound knowledge of the relevant legislation and frameworks for recovery oriented practice pertaining to working in mental health and with children, youth and families.
- Demonstrate sound knowledge of the relevant legislation pertaining to working in mental health, e.g. Mental Health Act, Children, Youth and Families Act, etc.
- Assist coordinated client care and support monitoring or accountability of clinical activities by documenting clinical services in the case record and completing appropriate and timely service statistics.
- Complete appropriate documentation and contribute to service improvement through active involvement in Continuous Quality Improvement (CQI) activities, research, professional education activities within Eastern Health.
- Promote and participate in research and evaluation activities.
- Demonstration of relevant family violence practice according to allocated responsibility level in the mental health program workforce mapping tool. This aligns with the Multi-Agency Risk assessment and Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVIS) and Child Information Sharing Scheme (CISS) legislative requirements and related Eastern Health guidelines.

2. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

3. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

Support the induction of new staff including rotational, students and early career clinicians through orientation, joint clinical work and mentoring, and buddy system when relevant.

4. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. Attachments:

- Attachment 1: Key Selection Criteria

10. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential:

- The successful applicant will have one of the following qualifications:
 - Occupational Therapist:
 - Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency.
 - A minimum of 12 months experience as a qualified/fully registered Occupational Therapist.
 - Social Work:
 - Holds a degree qualification in Social Work that has been approved by the Australian Association of Social Workers (AASW) for membership as a Social Worker.
 - Maintains compliance with the AASW Continuing Professional Development Policy in order to meet the Eastern Health Allied Health credentialing standard.
 - A minimum of 12 months experience as a qualified Social Worker.
 - Psychology:
 - Full registration or eligibility for full registration as a Psychologist by the Psychology Board of Australia (PBA).
 - Hold a Masters or Doctoral coursework qualification in Clinical Psychology that has been approved by the Psychology Board of Australia.
 - Registration endorsement, eligibility for endorsement or working towards endorsement, in the Approved Area of Practice of Clinical Psychology.
 - Psychiatric Nursing:
 - Registered as a Nurse with the Australian Health Practitioner Regulation Authority with approved/endorsed postgraduate qualifications in Psychiatric Nursing.
 - A minimum 24 months post graduate nursing experience in a mental health setting.

Desirable

- Post-Graduate qualifications in Child Mental Health, e.g. Developmental Child Psychiatry Course, Child Psychotherapy, Infant Mental Health, Family Therapy

The successful applicant will have the following knowledge and skills:

- Postgraduate clinical experience and/or postgraduate training in child and adolescent mental health or an allied field. This includes assessment, treatment, and consultation with individual clients and their families as well as broader systemic and community interventions.
- Well-developed interpersonal and communication skills (written and verbal) including the ability to function effectively in a multidisciplinary team, work in partnership with consumers, carers, families and other service providers and a demonstrated high level of conflict resolution and negotiation skills.
- Demonstrated ability to work both independently and interdependently as member of a multidisciplinary team.
- Sound knowledge of the relevant legislation and frameworks for recovery oriented practice pertaining to working in mental health and with children and their families/carers.
- Computer literacy and embracing of health technologies and informatics.
- Compliance with the code of ethics and legal requirements of the profession.
- Commitment to ongoing professional development in the clinical and service development domains.
- Employment is subject to a satisfactory police check, National Criminal History check and evidence of a current Working with Children check valid for employment purposes.
- Current Victorian driver's licence
- Current Working with Children's Check