

Eastern Health

POSITION DESCRIPTION

Position Title:	Mental Health Clinician/ Case Manager – Mobile Support Team
Award Classification:	Registered Nurse Grade 3/ Occupational Therapist Grade 2/ Social Worker Grade 2/ Psychologist Grade 2
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024; Victorian Public Health Sector (Medical Scientists, Pharmacists, & Psychologists Enterprise Agreement 2021 -2025)
Position Reports to:	Operational: Manager Adult Rehabilitation Mental Health & Wellbeing Services; Team Leader Mobile Support Team (MSTS) Professional: Director of Nursing OR Occupational Therapy / Social Work / Psychology Clinical Leads, Mental Health and Wellbeing Services

EASTERN HEALTH – HEALTHIER TOGETHER

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 Mental Health Clinician position within the Mobile Support team (MST) is a valued position that works in partnership with people with a lived experience of mental illness and their families and carers to provide high quality assessment, intensive case management services and assertive outreach support using the Collaborative Recovery Model aiming to promote and facilitate recovery.

Key responsibilities of this position are to:

- Provide case management and clinical intervention for consumers who have a more complex lived experience of mental ill health, including consumers with co-occurring mental health and substance use problems (dual diagnosis) as a core component of the clinical role.
- Ensure that Eastern Health's objectives are upheld and that the standards, practice guidelines and legal requirements are adhered to and/or implemented.
- Undertake portfolio and/or community liaison/development responsibilities identified in collaboration with Mobile Support and Treatment Team Leader and the Manager, AMHS Rehabilitation Services.
- Promote the principles and practice of service coordination to ensure that consumers are at the centre of service delivery and receive a timely, coordinated response to their health and social needs.
- Practice in accordance with the recovery principles as outlined in the 'Framework for recovery-oriented practice' (Department of Health 2011).
- Adhere to and comply with relevant legislation i.e. Mental Health and Wellbeing Act 2022.
- Actively contribute to team planning and development activities within MSTs as well as the broader service.
- At all times works within the professional standards, codes and behaviours that are legislated through the relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.

"Our mental health & wellbeing adult rehabilitation program vision is to provide culturally sensitive, holistic and wellness focused services that promotes, values and respects the dignity and lived experience of individuals facing mental health challenges. We will do this by using evidence based strategies in our services, by supporting staff training and wellbeing, by working collaboratively with individuals and their support networks to help them pursue a life based on their own strengths, values and recovery goals, and by continuing to strive for excellence in all that we do". March 2023

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Participate in the delivery of recovery focused services using the Collaborative Recovery Model with consumers living in the community who have a lived experience of mental illness.
- Provide recovery orientated case management services through working collaboratively with consumers who have a lived experience of a wide range of complex recovery needs including a Dual Diagnosis; with the aim of supporting them to improve their level of functioning, quality of life and promoting recovery, whilst working collaboratively with consumers, families, carers and relevant agencies in the development, implementation and review of Individual Recovery Plans/Treatment Plans.
- Provide discipline specific assessments and interventions to consumers.
- Contribute to sustaining a positive team environment that maximizes the range of consumer services available through the multidisciplinary team.
- 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.
- Develop knowledge of local resources and services to make appropriate referrals; provide advocacy; and initiate service development activities that will proactively enhance consumer access to community services.
- Participate in community development activities as appropriate, through liaison, consultation and education services for other community agencies and groups.
- Participate in service development, planning, and quality improvement activities, both on a team level and within the organization.
- Promote strong interagency relationships and ensure timely and accurate information sharing between services with shared consumers.
- Promote improved Consumer outcomes by implementing the use of agreed service coordination processes and practices between specialist mental health services, mental health community support services, AOD services, homelessness support and primary health services.
- Adhere to and comply with relevant legislation i.e. Mental Health and Wellbeing Act 2022.
- Comply with data collection (e.g. Contact Stats) and reporting requirements along with administrative procedures as required including use of Outcome Measurement tools.
- In conjunction with the Manager/Team Leader work with the Occupational Health & Safety (OH&S) coordinators to identify and rectify any hazards in the MST and raise awareness of OH&S issues as they arise.

- Work with the Team Leader to ensure that all professional practice within the MST is within the philosophy, intent, and standards prescribed by AHPRA & Eastern Health standards, policies, guidelines and procedures.
- Participate in and meet the standards of the EH Allied Health Credentialing and Professional Standards (Allied Health staff)
- Actively participate in professional development activities that include both line and professional supervision, attendance at workshops and seminars as well as maintaining an up-to-date knowledge of contemporary recovery interventions in mental health.
- Attend ongoing training in the Collaborative Recovery Model and ensure the principles and practices are embedded within own practice and team members.
- Facilitate and participate in the delivery of models of education to MST staff (including those undertaking undergraduate and post graduate education).
- Conduct education sessions for consumers of Eastern Health AMHWS, their families, and staff.
- Ensure all staff can work in a non-discriminatory and harassment-free environment.
- Participate in developing performance development plans that are reviewed at least annually.
- Assists with developing systems to ensure that all clinical staff are measured against and comply with the specific competencies prescribed by Eastern Health.
- Undertake designated mandatory Eastern Health training within the required timeframes
- Actively participate in the development, delivery and coordination of orientation, induction, mentoring, supervision, education and professional development of all junior staff, students (including work experience students) and other EH personnel as required.
- Monitor new developments in your profession through journal review, attendance and presentation at departmental in-services, tutorials and attendance at other relevant internal and external educational opportunities.
- Integrate new learning into practice both individually and more broadly where required.
- Ensure maintenance of Australian Health Practitioner Regulation Agency (AHPRA) and Continuing Professional Development (CPD) requirements at all times.
- Compliance with the code of ethics and legal requirement of the relevant profession.
- Provide discipline specific advice to other team members.
- Commitment to supervised practice, ongoing professional development and further developing skills in clinical mental health.
- Other duties as directed by the Team Leader & Manager, AMHS Rehabilitation & Wellbeing Services for the efficient and effective running of the service.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining 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, particularly 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 Compensation (WIRC) Act 2013.

4. 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.

5. 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. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Local Work Environment (as relevant)
- Attachment 3 Nursing & Midwifery Domains of Practice

11. 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: _____
Manager

Date: ____/____/____

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:

As a Registered Nurse:

- A current Registration issued by the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse.
- A minimum 24-months post graduate nursing experience in a mental health setting.
- Completion of or enrolment in a relevant post graduate mental health qualification, minimum post Graduate Diploma level.
- Demonstrated high level of ability to provide discipline specific and mental health assessment consultation and advice to consumers, carers and other team members ensuring medication, including depot preparations are delivered in a timely manner and are stored appropriately in line with the Nurses Act and Drugs and Poisons Act and EH practice guidelines.

As an Allied Health Clinician (as appropriate):

- Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency.
 - Sound theoretical knowledge of occupational therapy assessment and treatments in mental health.
- Holds a degree qualification in Social Work that has been approved by the Australian Association of Social Workers 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.
- Has general registration as a Psychologist by the Psychology Board of Australia (PBA) and are ready/eligible to commence a registrar program working towards endorsement as a Clinical Psychologist.
 - 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 Approved Area of Practice of Clinical Psychology.
- A minimum 12-months experience as a registered clinician (as relevant) in a mental health setting
- Sound theoretical knowledge of occupational therapy/social work/psychology assessment and interventions in mental health.
- Demonstrated ability in the delivery and evaluation of a range of high-quality occupational therapy/social work/psychology services to consumers, families and carers within a mental health setting.

As a Registered Nurse or Allied Health Clinician:

- Compliance with the code of ethics and legal requirements of the profession.
- An understanding of the role of a Mental Health Clinician in an intensive role and demonstrated ability to provide a range of recovery orientated services within a demanding work environment, to people with a mental illness.
- Demonstrated skills/ experience working with consumers with lived experience of mental illness including skills in assessment, crisis intervention, counselling, relapse prevention and recovery focused interventions.
- Proven ability in the case management of consumers who have trouble engaging with the service and an ability to work collaboratively with all consumers and carers.
- Demonstrated ability to independently assess, plan and implement treatment and management of consumers with a mental illness. Demonstrated clinical experience in the mental health field, with particular emphasis on recovery in the community.
- Demonstrated ability to work with people with dual diagnosis.

- Demonstrated knowledge of the Collaborative Recovery Model and contemporary recovery principle.
- Demonstrated commitment to and ability to practice utilizing the Collaborative Recovery Model (CRM) in mental health treatment and support, with a focus on working collaboratively with consumers and carers to promote self-determination and enable progress towards reaching personal recovery goals.
- Demonstrated ability to liaise, collaborate and negotiate with other services and consumer and carer groups.
- Ability to liaise and consult with a broad range of health professionals, community agencies and organizations, and demonstrated ability to provide professional specific advice and consultation within the MST team and to staff from external agencies.
- Demonstrated ability to work both independently and as part of a multidisciplinary team and to contribute to a positive team environment.
- Sound knowledge of the Victorian Mental Health and Wellbeing Act 2022, and other relevant legislation, and an awareness of current area mental health procedure and practice requirements.
- Advanced theoretical knowledge of discipline specific assessment and treatments in mental health.
- Excellent interpersonal and communication skills (written and verbal) and proven ability to liaise, negotiate and communicate with staff, other service providers and the wider service system.
- Demonstrated ability to provide discipline specific advice to other team members.
- Demonstrated commitment to supervised practice and ongoing professional development.
- Demonstrated ability to supervise students and ability to provide professional supervision for more junior staff of their relevant profession.
- Current Victorian Driver's License.
- Covid-19 Vaccination Status
- Ability to work a 7-day rotating roster.

Desirable

- Post Graduate qualifications relevant to the position or working towards.
- Previous experience in a supervisory or case management role.
- Knowledge of and experience working with the Collaborative Recovery Model/another Recovery Model of care
- ESI trained (Occupational Therapist).
- Sensory Approaches training (Occupational Therapist)
- Training in Single Session Family Consultations

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

Attachment 2

ORGANISATIONAL CONTEXT

Eastern Health provides a broad range of acute, sub-acute, aged and mental health services to approximately 800,000 people in the eastern suburbs of Melbourne. Eastern Health has approximately 11,000 staff and covers a geographical area of 2800 sq kms. Eastern Health is affiliated as a teaching health service with Deakin, Latrobe and Monash Universities.

Eastern Health's Mental Health Program provides Tier 3 mental health care for all ages in the Eastern Metropolitan Region of Melbourne. Fundamental to our service delivery are the principles of recovery oriented mental health practice.

Our services cover the continuum of care and include both inpatient and outreach services in the following divisions:

- Infant Child & Youth (ICYMHS)
- Adult and Older Adult Mental Health & Wellbeing Services (AMHWS)
- Older Adult Specialist Services
- Research and academic programs

The Mental Health Program works in partnership with State-wide Services which include the following divisions:

- Alcohol and Drug Service
- SPECTRUM (statewide service for people with a personality disorder)
- Dual Diagnosis

LOCAL WORK ENVIRONMENT (as relevant)

Mobile Support and Treatment Service (MSTS) offers community recovery orientated services, consultation, assessment and treatment and support to people with a mental illness, and their carers and families of adults who are 26 years and older.

MSTS staff focus on working collaboratively with consumers with a lived experience of mental ill health and their support networks to help them pursue a life based on their own strengths, values and recovery goals through: Assertive outreach and intensive support, utilizing recovery-focused goal setting to promote hope, enhance consumers' community access, and foster the development of independent living skills.

Box Hill Mobile Support & Treatment Service (BHMSTS) is in the Central East Catchment and supports those who live in the Municipalities of Whitehorse (west of Springvale Road), Manningham and Monash. It is co-located with some Central East Teams.

Maroondah Mobile Support Team (MMSTS) is in the Outer East Catchment and supports those who live in the Municipalities of Knox, Yarra Ranges, Maroondah and Whitehorse (east of Springvale Road). It is co-located with some of the Outer East Teams.

ATTACHMENT 3 – NURSING & MIDWIFERY DOMAINS OF PRACTICE

The **Nursing Midwifery Domains of Practice** resource has been developed by the Eastern Health Nursing Midwifery Executive using the domains of nursing as identified by Ackerman et al. (1996)[\(1\)](#) and the National Common Health Capability Resource (2013). Its aim is to support the individual clinician by promoting common behaviours and skills which comprise and represent the complex role of nursing and midwifery.

There are five domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives; comprehensive patient care, support of systems, education, research and professional leadership. (see summary at Table 2)

Recognising that the level of skills acquisition will be dependent on nurses and midwives' specific roles and experience, the domains have been referenced to the 'novice to expert' skills acquisition model first developed by Dreyfus[\(2\)](#) and adapted for nursing by Benner.[\(3\)](#)

Behaviours are specified at five different levels, and reflect an increasing degree of autonomy, complexity, awareness and activity being performed.

Table 1: Summary of Behaviour Levels

Novice	Advanced Beginner	Competent	Proficient	Expert
Works within a known and stable context , consulting when abnormalities arise before taking action	Works within a known and stable context , consulting when abnormalities arise	Acts independently in routine situations within scope, and responds to known dilemmas	Acts independently in complex situations within scope, and responds to unknown dilemmas	Provide vision and direction and shape and implement strategies and initiatives that enable others to perform as required

Levels do not equate to roles or hierarchy within the workforce. Instead, the levels reflect what level of behavioural skill is required to achieve the desired care goals or outcomes in a given situation. Levels should be treated as cumulative, meaning that behavioural indicators at subsequent levels in the scale should be read in conjunction with the behaviours specified at any lower level.

Some levels may serve as an aspirational standard in some instances, rather than accurately reflecting behaviours of current practice. Where a gap exists between current and future practice behavioural skill requirements, there should be aspiration to meet the standard specified to enhance or effectively meet individual and community health needs.

Table 2: Domains of Practice

Domains of Practice				
Direct comprehensive care	Support of systems	Education	Research	Professional leadership
<ul style="list-style-type: none"> • Patient history • Patient assessment • Perform and deliver care • Monitor & Evaluate Care 	<ul style="list-style-type: none"> • Planning for the Future • Safety and Quality • Recruitment & Retention 	<ul style="list-style-type: none"> • Education of patients & families, relationship building • Own professional education • Professional education of others 	<ul style="list-style-type: none"> • Knowledge of research evidence relevant to area of practice • Involvement and dissemination of research 	<ul style="list-style-type: none"> • Professional conduct • Accountability