

Eastern Health

POSITION DESCRIPTION

Position Title:	Team Leader, Continuing Care Team
Award Classification:	RPN5, OT4 or SW4
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Operational: Service Manager, Continuing Care Team Professional: Director of Nursing or OT/SW/Psychology Clinical Lead Clinical: Consultant Psychiatrist

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 Team Leader is required to provide professional leadership by ensuring that high quality clinical standards are met within the team they are responsible for. The Team Leader is a senior clinician and also carries a clinical caseload, as well as has administrative and supervisory responsibilities for the day to day operation and leadership of the team.

The Team Leader works in partnership with consumers, carers, families and other service providers in order to provide high quality discipline specific and mental health assessment and consultation services within a recovery oriented framework.

The Team Leader works as part of a multidisciplinary team and is responsible for providing comprehensive assessment, intervention, therapy, care coordination and community linkages for the consumers and their family/ carers for a time-limited episode of care in accordance with established Eastern Health Mental Health & Wellbeing Program Standards, Practice Guidelines Model of Care. The position will also take an active role in the ongoing implementation of the Collaborative Recovery approach within the Adult Mental Health Service (AMHS) Continuing Care Team at Eastern Health.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Healthcare Excellence

- Provide a senior clinical role within the CCT, providing supervision and guidance in relation to complex clinical issues.
- Provide consistent, effective clinical and organisational leadership in keeping with the key objectives and service requirements of the CCT program, and in line with the operational direction of the manager.
- To work with the manager and consultant psychiatrists in the implementation and maintenance of professional clinical practice and standards.
- Implement the agreed caseload management system inclusive of an allocation system in accordance with service policy and procedures.
- Co-ordinate referrals and assessments of new consumers ensuring referrers and consumers/ relevant others are informed of outcomes of referrals.
- Coordinate and provide leadership to daily intake meetings and clinical review meetings that guide implementation and evaluation of consumer recovery plans, in line with Eastern Health standards
- Ensure staff comply with data collection and reporting requirements including consumer registration, use of outcome measurement and risk management tools, key performance indicators (KPI) data along with other administrative procedures as required.
- Manage, monitor, evaluate and provide feedback to staff on KPI data collection and data quality.
- Ensure that all staff receive clinical supervision, line supervision and professional leadership in an appropriate format.
- Provide monthly line supervision for all staff that includes case load management and review of KPI's.
- In consultation with the manager and relevant senior of discipline, contribute to the recruitment, selection and induction of staff.
- In collaboration with the manager and relevant discipline seniors to conduct annual performance feedback and development (Achieve conversations) with all staff.
- To coordinate leave arrangements, the development of rosters, staff support with consultation and approval by the service manager.
- Undertake service planning and evaluation activities.
- Provide clinical psychiatric nursing/ occupational therapy/ social work and mental health assessment, discipline specific therapies and case management intervention.

- Perform comprehensive client assessments and demonstrate skill in the treatment of acute and chronic illness within the specified scope of practice.
- Practice within a clinical framework that is evidence based, relevant, current and is in accordance with the departmental policies and procedures
- Leadership in the provision of recovery orientated case management services to support the individual's recovery goals whilst working collaboratively with consumers, families, carers and relevant agencies in the development, implementation and review of treatment/ Individual Recovery Plans.
- Employ the skills of timely and effective communication with healthcare personnel to guide and achieve optimal client/ performance outcomes.
- Be responsive to referrals and assessments of new consumers ensuring referrers and consumers / carers are informed of outcomes of referrals.
- Ensure effective and timely communication with consumers, carers, team members, program leads, other EH departments, other relevant community services and the public.
- Ensure personal compliance with relevant Acts, Agreements and Eastern Health policies, standards, practice guidelines and code of conduct.
- Demonstrate 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.
- Identify potential adverse outcomes and implement proactive strategies to achieve risk minimisation, ensuring consumer safety is maintained.
- Work autonomously and collaboratively within the multi-disciplinary team.
- Demonstrate a commitment to organisational change.
- Ensure caseload flow strategies meet the needs of the community and the organisation, and make recommendations to the relevant stakeholders to facilitate service/system improvements.
- Promote improved consumer outcomes by implementing the use of agreed service coordination processes and practices between specialist mental health services (child and youth and adult clinical mental health services, community based mental health support services), alcohol and other drug services, homelessness support and primary health and community services.
- Accountable to the operational reporting manager to demonstrate the effective and efficient use of resources in line with agreed budgetary parameters and performance targets.
- Engage in clinical supervision, line supervision and professional supervision as required by Eastern Health and AHPRA standards.
- Maintains continuing professional development relevant to context of practice each year, in compliance with minimum hours set by AHPRA.
- Ensure team members are supported to complete Eastern Health Mandatory training as well as other professional development consistent with their development needs, goals and plans, in collaboration with the Service Manager.
- Assist in the orientation and supervision of staff and students, as delegated, by ensuring clear understanding of role and responsibilities.

Leading in Learning

- Take responsibility in managing your own learning needs.
- Participate in the support, training and preceptorship of students and of junior staff working in training and development roles.
- Participates in an annual performance development and feedback process, identify learning needs, and take responsibility for continuing professional development.

- Complies with mandatory and other identified training requirements specified by professional body and Eastern Health and maintains accurate documentation of evidence of this training and professional development undertaken.
- Actively participate in professional development activities that include: clinical supervision; attendance at workshops and seminars; as well as maintaining an up-to-date knowledge of contemporary recovery interventions in mental health
- Exhibits a working knowledge of the relevant Accreditation Standards adhering to organisational standards and practice guidelines relative to the mandates of the National Standards.

Leading in research and innovation

- Promote a culture of continuous quality service improvement within the team and participate in activities designed to continuously improve standards of service and practice.
- Support and collaborate with interventions and initiatives arising through the Eastern Health Quality Framework, designed to address areas, which fail to meet standards.
- Provide leadership to team and support to Service Manager in change management in line with organisational priorities and strategic directions.
- Maintains own knowledge of evidence based practice and updates own knowledge and skills accordingly.
- Promote and participate in research activities where relevant.
- Develop and foster a working environment where staff seek out knowledge of contemporary and evidence based mental health practice.
- 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. Also required to comply with legislation, professional standards and accreditation standards.

A Values-Based, Safe Workplace

- Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health.
- Staff are required 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.
- Practices in accordance with relevant Acts, Agreements, Eastern Health Directions, Standard, Policies,
- Recognise and deter potential risk, which may jeopardize your health, safety and wellbeing and ensure leadership of teams with recognition and planning to manage risk to staff and others.
- 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.
- Complies with Eastern Health standard & practice guidelines regarding reporting of actual or near-miss events.
- Implement harm minimisation and risk assessment strategies for at-risk individuals.
- Treat all employees of the organisation with respect and dignity and without discrimination or harassment.
- Comply with the relevant profession Code of Professional conduct and professional standards.
- Other duties as directed by the Service Manager, CCT (or delegate) for the efficient and effective operation of the service in accord with Eastern Health Values.

3. 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 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 centred 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

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: _____

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

Position Title:	Team Leader, Continuing Care Team
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Essential – qualifications and experience

- Registration with AHPRA as a registered nurse and appropriate qualifications in Mental Health Nursing.
 - Minimum of 10 years varied experience in mental health nursing in a range of settings including the community and
 - Post-graduate qualification relevant to mental health nursing or completion of specialist undergraduate mental health nursing program (or a specialist post basic course of training which lead to registration as a Division 3 nurse under the Nurses Board of Victoria).
- or
- Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency.
 - Minimum 10 years experience, as a registered occupational therapist
- or
- 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.
 - Minimum 10 years experience as a social worker
- A current valid Victorian Drivers Licence

Desirable

- Additional relevant qualifications or progression towards these, with a commitment towards their completion
- Experience in operational management and leadership of multi-disciplinary teams and managing staff
- Knowledge of a common community language other than English
- Training and experience with the Collaborative Recovery Model.
- Training in one or more of Solution Focused Brief therapy, Acceptance and Commitment Therapy, Cognitive Behaviour therapy, Motivational Interviewing and other psychological therapies.
- Experience in training, mentoring, coaching and development of junior staff.

All disciplines

- Advanced theoretical knowledge of discipline specific assessment and treatments in mental health for individuals, groups and family/ carers.
- Advanced knowledge of the principles and practices of service delivery including case management and its application in a clinical community mental health setting
- Demonstrated high level of ability in the delivery and evaluation of a range of high quality services to consumers, families and carers within a mental health setting
- Demonstrated commitment to and ability to practice utilising the recovery approach in mental health treatment, therapy 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 provide leadership at a level consistent with the responsibilities of a senior clinician across domains as described in position responsibilities (clinical, supervision, teaching, training, team culture, service development and project work)
- Training in family violence to the level required to be able to recognise, respond and refer.
- Demonstrated high level ability to liaise, collaborate and negotiate with other services and consumer and carer groups
- Compliance with code of ethics, practice standards and legal requirements of the respective profession
- Demonstrated commitment to supervision, reflective practice and ongoing professional development
- Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, Nursing Midwifery Board of Australia, AHPRA, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.
- Awareness and understanding of National Safety and Quality Health Service (NSQHS) Standards.
- Knowledge of the application of Victorian and National Legislation governing area of practice (e.g. Mental Health & Wellbeing Act 2022)
- Knowledge of the recommendations and priorities of the Royal Commission onto Victoria's Mental Health system.
- High level communication, written and verbal, with demonstrated high level of inter personal skills with consumers, their families and all health care professionals.
- Demonstrated ability to work autonomously with excellent organizational and prioritization skills
- Computer literacy with common Microsoft platforms and patient management systems and embracing of health technologies and informatics.

Nursing

- Eastern Health Nursing and Midwifery Domains of Practice (2014) (For Nursing)

Occupational Therapy:

- Demonstrated ability to provide a comprehensive range of occupational therapy assessment and interventions for people with serious mental illness and complex needs, their carers and supporters.
-
- Understanding of evidenced based practice and models of occupational therapy (including Occupational Formulation, the Model of Human Occupation and Canadian Model of Occupational Participation) and their application in clinical practice.
- Knowledge of sensory modulation theory and intervention.
- Demonstrated commitment to bringing an occupational therapy perspective to the multi-disciplinary team.

Social Work

- Demonstrated advanced skills in undertaking comprehensive psycho-social assessments, genograms and ecomaps, for people with significant mental health challenges who are impacted by significant contextual vulnerabilities and complexity (including family violence, homelessness, and financial stress).
- Demonstrated advanced skills in implementing evidence-based interventions that may be systemic and also therapeutic, and integrating a range of social work theories within work practices.
- Demonstrated advanced skills in practice which is trauma-informed, family-centred, and strength-based.
- Demonstrated experience in Single Session Family Consultations.

Personal Attributes:

- Exhibit behaviour that reflects the Eastern Health values and the relevant professional Codes and Standards.
- Committed to providing a safe environment for all.
- Respectful, collaborative and kind.
- Excellent organisational skills and the ability to work autonomously within a team environment.
- Take initiatives and demonstrates problem solving skills
- Flexibility to work between a number of clinical teams, as directed by operational managers, when required

Attachments:

- Attachment 1 – EH Nursing & Midwifery Domains of Practice Professional Framework

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