

Eastern Health

POSITION DESCRIPTION

Position Title:	Cognitive Dementia and Memory Service (CDAMS) Key Worker
Award Classification:	Grade 2 Allied Health Clinician (Occupational Therapist, Speech Pathologist or Social Worker) or Grade 2 Clinical Psychologist, Neuropsychologist or Health Psychologist
Award / Agreement Name:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Multi-Enterprise Agreement 2021-2025
Position Reports to:	Operational: Cognitive Dementia and Memory Service Team Leader Professional: Professionally responsible to Manager of relevant profession

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. *'Being part of Eastern Health is being part of a welcoming team of healthcare experts'* is achieved through Eastern Health's strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

The Cognitive, Dementia and Memory Service (CDAMS) at Eastern Health is a multidisciplinary, specialist service providing early diagnosis, advice, support and referral for people with cognitive difficulties causing memory loss or thinking problems, and those who support them.

The key responsibilities of the position are to work as a member of the multidisciplinary CDAMS team to conduct comprehensive assessments that contribute to a diagnosis and develop care plans for CDAMS patients; provide education, advice and support to patients and their family/carer; and facilitate linkages with other service providers or community supports.

The clinician will utilise their expert clinical knowledge and excellent communication skills to ensure the delivery of a high-quality, innovative and person-centred response for people referred to the service.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

2.1 Clinical Skills

- Demonstrates high level clinical skills within the area of responsibility.
- Models a person-centred approach with patients/clients and carers.
- Completes complex assessments using a range of assessment tools/frameworks according to departmental and professional standards.
- Develops and implements a complex treatment/intervention plan based on clinical assessment and evidence-based practice.
- Is an effective multidisciplinary/healthcare team member contributing to the discharge plan of patients/clients.
- Maintains a clinical caseload including assessment, treatment, family liaison and discharge planning as directed by the CDAMS Team Leader.
- Complete all documentation in a timely and accurate manner in accordance with the departmental and organisational standards.
- Demonstrates and fosters a good understanding of professional values and ethics in clinical work.
- Has a commitment to knowledge of research, new developments and evidence-based practice, and the capacity to implement these in the service.
- Utilises expert clinical knowledge to provide advice as necessary to CDAMS and other clinicians.
- Participates in the development of consistent processes, care pathways, and systems to ensure quality outcomes for patients referred for cognitive assessment.
- Participates in triaging of referrals when required.
- Promotes and participates in discipline specific assessment and intervention within the CDAMS clinic as required.
- Initiates and promotes innovative clinical service delivery.
- Supports and coordinates the clinical team to provide timely, well organised services.
- Complies with hospital and departmental policies and procedures.
- Participates in quality activities and in-service education program

2.2 Communication

- Demonstrates effective and professional communication skills with professional colleagues, patients/clients, carers, professional organisations and community agencies.

- Demonstrates clarity in all written documentation.
- Documents clear treatment goals and management plans in the patient Medical Record.
- Demonstrates negotiation and conflict resolution communication skills
- Demonstrate effective communication in providing formal and informal feedback to students.
- Develop and maintain strong community networks with relevant health and community providers
- Attend and participate in team meetings and case conferences
- Represents and promote an awareness of Eastern Health CDAMS and cognitive services within and external to Eastern Health by conducting in-service or educational/promotional activities

2.3 Organisational Skills

- Demonstrates punctuality and timeliness.
- Manages own time and prioritises competing demands to ensure completion of clinical work.
- Has detailed knowledge of and is able to access resources internally and externally to achieve positive outcomes.
- Responds to referrals in agreed timelines as stated in departmental guidelines.
- Ensures statistical information is recorded in a timely manner.
- Is responsible for maintenance of departmental resources and equipment.
- Completes all documentation in a timely and accurate manner.
- Ensures all medical record documentation adheres with Eastern Health standards.

2.4 Organisational Knowledge / Development

- Demonstrates a clear understanding of the public health system and the role / responsibility of Eastern Health within this system.
- Demonstrates a clear understanding of Accreditation Standards and processes.
- Identifies and implements quality initiatives, participates in and, where appropriate leads multidisciplinary / departmental quality activities and undertake other relevant projects as instructed.
- Demonstrates sound knowledge of discipline/program specific policies and procedures, and, where appropriate and directed, develop or review these policies and procedures.
- Consistently applies Eastern Health policies and clinical procedures/guidelines in their practice.
- Adheres to Eastern Health Policies and Procedures

2.5 Professional Development and Supervision

- Attends, actively participates in, and presents at relevant internal and external professional development activities.
- Actively participates in and leads staff meetings and in-services.
- Models a strong commitment to professional development, ensure currency of clinical knowledge and actively integrate new learning into clinical practice.
- Supports a learning culture within the professional department.
- Considers opportunities for, and participates in, evaluation of clinical practice.
- Participates in formal supervision &/or actively seek supervision when needed, as per professional department guidelines.
- May be required to provide supervision for students if this is within the scope of their profession.
- Participates in the Performance Review process.

2.6 Teaching & Research

- Demonstrates ability to initiate, implement and evaluate quality projects, and participates in research with support where appropriate.

- Contributes to the evaluation and development of the undergraduate student program in consultation with the student co-ordinator.
- Provides supervision to students as required and delegated by senior staff.
- Development & evaluation of the teaching process, education programs and education material.
- Demonstrate a willingness to be a mentor, take on a teaching role to internal and external customers as required.

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

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.

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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

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.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas /Key Performance Indicators

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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to 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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Qualifications

Essential

- Allied Health:
 - Recognised relevant tertiary qualification - Bachelor of Occupational Therapy/Speech Pathology/Social Work
 - Current professional practicing certificate/registration (if applicable)
 - Eligible for membership of relevant discipline professional association
- Clinical Psychologist, Neuropsychologist or Health Psychologist:
 - Hold a Masters or Doctoral coursework qualification in Clinical Neuropsychology, Clinical Psychology or Health Psychology that has been approved by the Psychology Board of Australia
 - Full registration or eligibility for full registration as a Psychologist by the Psychology Board of Australia (PBA)
 - Registration endorsement in the Approved Area of Practice of Clinical Neuropsychology, Clinical Psychology or Health Psychology

Desirable

- Previous CDAMS experience
- Post-graduate qualification relevant to area of specialty.
- Victorian driver's license.

Key Selection Criteria

- Experience in assessment, treatment, and management of persons with dementia and other cognitive impairment.
- A commitment to maintaining up-to-date, clinical knowledge through professional development and literature.
- Excellent communication and interpersonal skills with a demonstrated commitment to working within a multidisciplinary team utilising a person-centred approach.
- Demonstrated understanding and commitment to the principles of quality improvement and clinical research.
- Demonstrated skills in clinical supervision and teaching.

- Demonstrated participation in professional development relevant to the position.
- Established skills in organising, planning and priority setting
- Well developed understanding of professional codes of conduct and ethical practice.
- Sound computer skills.

ATTACHMENT 2

Key Result Areas /Key Performance Indicators

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Current Effective Date:	August 2025
Next Review Date:	August 2026
Reports to:	Operational: Cognitive Dementia and Memory Service Team Leader Professionally responsible to the Manager of relevant profession

Clinical caseload:

This role is a complex clinical role under Subacute Clinics Eastern Health. The CDAMS Key Worker Clinician will be required to provide comprehensive generic and specialist assessment of patients and where relevant their carer, encompassing physical, medical, psychological and social needs. The incumbent will have input into triage, diagnosis formulation, development of care plans in consultation with patients, carers and the CDAMS team and provide individually tailored management strategies and facilitate access to a range of service options that meet patient/carers needs and maximise independence.

Key Performance Indicators:

- Conduct complex assessments using a range of assessment tools/frameworks according to program and professional standards.
- Maintain a clinical caseload including assessment, family liaison and discharge planning.
- Ensure the provision of clinical care is responsive to the needs of clients referred to the service.
- Engage and provide education to support patients, families and staff.
- Liaising with other health care workers to ensure continuum of and quality of care.
- Demonstrated understanding of professional codes of conduct.
- To participate and promote linkages with internal and external Eastern Health Stakeholders.
- Punctual attendance and active participation in client review, case conference and team meetings.
- Participates in quality improvement activities and projects
- Foster and actively participate in collaborative working relationships, peer relations and professional behaviours to ensure effective communication.
- Participate in ongoing professional development.
- Compliance with all Eastern Health policies and procedures ensuring best practice.
- Maintain excellent documentation standards in line with Health Independence, Eastern Health and professional discipline standards.
- Ensure accurate recording of VINAH data.
- Meet key performance clinical targets as set by the Manager (SACS Clinics) and CDAMS Team Leader.