

Eastern Health

POSITION DESCRIPTION

Position Title:	Mental Health Clinician - SECU Diversion Team, Mobile Support Team
Award Classification:	Registered Nurse Grade 3
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024;
Position Reports to:	Operational: Manager Adult Rehabilitation Mental Health & Wellbeing Services; Team Leader Mobile Support Team (MSTS) Professional: Director of Nursing, 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. ‘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 SECU Diversion Mental Health Clinician position is embedded in the SECU Diversion Team, a specialised stream within the Mobile Support Team (MST). This valued position works in partnership with people with a lived experience of mental illness, along with their families and carers, to deliver intensive psychosocial recovery-focused support on an assertive outreach basis. The role of the SECU Diversion Mental Health Clinician will be to utilise an intensive case-management approach for engagement, care and social participation for a specific cohort of consumers, guided by the Collaborative Recovery Model, with a strong focus on promoting recovery, enhancing wellbeing, and supporting individuals to achieve their personal goals.

Key responsibilities of this position are to:

- Provide recovery-oriented case management and evidence-based psycho-social and clinical interventions for a core group of consumers referred to the SECU Diversion Program. These consumers often present with complex mental health needs, including co-occurring substance use issues (dual diagnosis). The role involves working collaboratively with consumers, their families, carers, and relevant agencies to develop, implement, and review Individual Recovery Plans, with the aim of improving functioning, enhancing quality of life, and supporting meaningful recovery.
- Provide support to SECU Diversion Team members through clinical guidance, assisting in the safe and effective delivery of community-based psychosocial interventions aimed at providing an alternative to inpatient admission.
- Provide discipline-specific assessments, interventions, and advice to consumers and team members as part of a multidisciplinary approach.
- Apply the principles and practices of the Collaborative Recovery Model (CRM) in all aspects of clinical care, including the delivery of person-centred psychosocial interventions. Actively participate in ongoing CRM training and ensure the model is embedded in personal and team practice.
- Promote the principles and practice of service coordination to ensure consumers are at the centre of service delivery and receive a timely, coordinated response to their health and social needs.
- Promote improved consumer outcomes through the use of agreed service coordination processes across specialist mental health services, community mental health support, AOD services, homelessness, and primary health services.
- Comply with all relevant legislation (e.g., Mental Health and Wellbeing Act 2022), professional codes of conduct, AHPRA standards, and Eastern Health policies, procedures, and clinical practice guidelines.
- Ensure ongoing professional compliance including AHPRA registration, CPD requirements, ethical obligations, and participation in Eastern Health's Allied Health Credentialing and Professional Standards (if applicable).
- Participate in team operational and clinical meetings as required.

"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

- Develop and maintain strong interagency relationships to ensure timely, accurate information sharing and smooth service navigation for shared consumers.
- Build knowledge of local resources to make appropriate referrals, provide advocacy, and improve consumer access to community services.
- Undertake portfolio and/or community liaison and development responsibilities as agreed with the Team Leader and Manager, AMHS Rehabilitation Services.
- 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.
- Meet administrative and data requirements including timely completion of contact statistics and outcome measurement tools.
- In collaboration with the Manager/Team Leader, identify and address OH&S issues within the MST environment.
- Actively contribute to team planning, service development, and quality improvement initiatives within the SECU Diversion Program, MSTs, and the broader service.
- Contribute to a safe, inclusive, non-discriminatory, and harassment-free environment for staff and consumers.
- Foster a collaborative and positive team culture that supports recovery-focused service delivery.

- Perform other duties as directed by the Team Leader and Manager, AMHS Rehabilitation & Wellbeing Services to support the efficient and effective operation of the service.
- Actively contribute to the education, supervision, and professional development of students, junior staff, and team members.
- Provide orientation, mentoring, and discipline-specific supervision.
- Facilitate learning opportunities and deliver education sessions for consumers, families, and staff.
- Monitor and integrate current evidence-based practices into clinical work and team development.
- Participate in internal and external professional learning activities, including workshops, in-services, seminars, and journal reviews.
- Participate in regular clinical and line supervision to support professional development, reflective practice, and adherence to best-practice standards.
- Participate in Achieve conversations (performance development planning) at least annually.

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 can be found here. [Child Safety | Eastern Health](#)

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 this link. [Our Diverse Community | Eastern Health](#)

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 Organisational Context & 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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [COVID-19 | 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: _____
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

Position Title:	Mental Health Clinician - SECU Diversion Team, Mobile Support Team
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Essential:

- A current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse.
- A minimum of 24 months' post-graduate nursing experience in a mental health setting.
- Completion of or current enrolment in a postgraduate mental health qualification (minimum Graduate Diploma level).
- Sound knowledge of the Victorian Mental Health and Wellbeing Act 2022, and other relevant legislation and practice requirements.
- Demonstrated ability to provide high-quality, discipline-specific assessment, consultation, and intervention, including medication administration in accordance with relevant legislation and organizational guidelines.
- Proven expertise in working with individuals with lived experience of mental illness, including skills in crisis intervention, relapse prevention, counselling, and recovery-focused psycho-social interventions.
- Strong knowledge of and commitment to recovery-oriented practice, including the Collaborative Recovery Model, with a focus on person-centred care and supporting consumers in achieving personal recovery goals.
- Experience providing intensive and assertive outreach services and working effectively in high-demand environments with individuals with complex mental health needs.
- Demonstrated ability to manage complex casework and treatment planning independently, with a focus on community-based care and engagement of hard-to-reach populations.
- Experience supporting individuals with co-occurring (dual diagnosis) mental health and substance use issues.
- Excellent interpersonal and communication skills, with the ability to liaise, collaborate, and negotiate effectively with consumers, carers, team members, external agencies, and other service providers.
- Proven ability to work both autonomously and within a multidisciplinary team, contributing positively to team culture.
- Commitment to ongoing professional development, including participation in supervision and the supervision of students and junior staff where required.
- Current Victorian Driver's License.
- Covid-19 and Flu Vaccination status compliant with current public health orders.
- Ability to work across 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.

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)

The SECU Diversion Team values and supports each person's unique journey to a life inspired by hope and potential, in the least restrictive manner. We achieve this by providing intensive community care and support to consumers who may otherwise require hospital admission. The team is a specialised stream within the Maroondah Mobile Support and Treatment Service (MMSTS), both work collaboratively together to provide direct support, coordination of recovery-orientated care, and referral to other services to meet the individual needs of consumers, their carers and family members. The SECU Diversion Mental Health Clinician

will work with SECU Diversion staff and with the multidisciplinary MSTS

Maroondah Mobile Support Team 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