

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Mental Health Outreach Clinician – Eastern Homeless Outreach Psychiatric Service (EHOPS)
<b>Award Classification:</b>	Registered Nurse Grade 4 / Social Worker Grade 3/Occupational Therapist Grade 3/Psychologist PK3
<b>Award / Agreement Name:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020-2024; Victorian Public Health Sector (Medical Scientists, Pharmacists, & Psychologists Enterprise Agreement 2021 -2025
<b>Position Reports to:</b>	Operational: Manager Adult Rehabilitation Mental Health & Wellbeing Services: Team Leader- Eastern Health Homeless Outreach Psychiatric Services (EHOPS) 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 Senior Clinician position within the Eastern Health Homeless Outreach Psychiatric Service (EHOPS) 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 (CRM) - with a view to promoting and facilitating recovery. The Senior Clinician will work collaboratively with the Consultant Psychiatrist- EHOPS Team Leader and AMHS Rehabilitation Service Manager and other Senior Clinicians in EHOPS in providing professional leadership- ensuring high quality clinical standards- quality improvement and ongoing development of the Rehabilitation Service.

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.
- Actively leads clinical service delivery and collaborates with the multidisciplinary team to consider clinical quality and risk- service performance and care standards.
- Provide assertive outreach 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.
- 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 including the Mental Health and Wellbeing Act 2022.
- To actively contribute to team planning and development activities within EHOPS and work to enhance the profile of the EHOPS programme across the Eastern Health Area Mental Health Service through provision of clinical treatment- effective liaison and service development.
- 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 rehabilitation services' 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 orientated services using the Collaborative Recovery Model and actively support other clinicians on how to work with consumers following similar recovery orientated principles
- Demonstrated enthusiasm to actively contribute to the ongoing embedding of the Collaborative Recovery Model via active participation in the CRM Specialist role

- Provide clinical leadership in the form of role modelling- mentoring and working with consumers who have a more complex lived experience of mental ill health; providing support and strategies to other clinicians around how to support these 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
- Together with the Team Leader- Consultant and other Senior Clinical staff- provide a senior clinical role within EHOPS and take the lead on clinical decisions- development of management plans and discharge planning
- Provide a Senior Nurse/Occupational Therapy/ Social Work/Psychology role within EHOPS providing interventions in relation to complex clinical issues that includes a Dual Diagnosis to improve consumer level of functioning and quality of life. Simultaneously work- collaboratively with consumers- families- carers and key stake holders in the development- implementation and review of Individual Recovery Plans/Treatment Plans and provision of quality services
- Observe and model practices consistent with Eastern Health standards and practice guidelines especially the emergency and health and safety standard that protect consumers, staff and visitors.
- Possesses current- advanced- specialist mental health knowledge and skills and applies these skills to lead the clinical role within EHOPS
- Demonstrated ability to provide a range of services at a high standard- including specialist assessment and therapeutic intervention to people with a serious mental illness and a serious substance disorder within a demanding work environment
- Provide leadership to and actively contribute to daily handover meetings along with coordinating and leading caseload reviews and clinical meetings that guide the implementation and evaluation of consumer treatment objectives provided by other clinical staff
- Undertake assessment of new consumers and ensure referrers and consumers are regularly informed of referral outcomes
- 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 appropriate 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- community groups and agencies
- Participate in service development- planning and quality improvement activities; both on a team level and within the organization as a whole
- Promote strong interagency relationships and ensure timely and accurate information sharing between all services with shared consumers
- Promote improved consumer outcomes by implementing the use of agreed service coordination processes and practices between specialist mental health services, NDIS, 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 and reporting requirements along with administrative procedures as required including use of Outcome Measurement tools
- Contribute to the investigations of category 3&4 incidents as directed and supported by the Team Leader
- Commitment to flexible working and supporting the service through working at a different physical site when operationally required
- Work with the Team Leader AMHS Rehabilitation Services to ensure that all professional practice within EHOPS is within the philosophy- intent and standards prescribed by AHPRA & Eastern Health standards- policies- guidelines and procedures
- Participate in service wide complex care meetings

- Participate in the daily service-wide morning Teleconference
- 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 and act as a leader in the ongoing implementation of the Collaborative Recovery Model
- Undertake designated mandatory Eastern Health training within the required timeframes
- Ensure maintenance of Australian Health Practitioner Regulation Agency (AHPRA) and Continuing Professional Development (CPD) requirements at all times
- Facilitate and participate in the delivery of models of education to relevant staff (including those undertaking undergraduate and post graduate education)
- Conduct education sessions for consumers of Eastern Health AMHS- their families and staff as appropriate
- Participate in the recruitment and orientation of staff
- Provide direct line supervision to and participate in the annual performance review for the Graduate Nursing staff within the EHOPS
- Provide direct supervision in the performance of Students on rotation with EHOPS
- Other duties as directed by the Team Leader EHOPS & Manager- AMHS Rehabilitation Services- for the efficient and effective running of the service.

### **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 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.

## **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on 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:	Senior Mental Health Outreach Clinician – Eastern Homeless Outreach Psychiatric Service (EHOPS)
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##### Essential:

A minimum of 5 years clinical mental health experience as a qualified registered Registered Nurse/ Occupational Therapist/ Psychologist/ or Social Worker in a range of settings.

##### As a Registered Nurse:

- A current annual Registration in Division 1 issued by the Australian Health Practitioner Regulation Agency (AHPRA)
- Completion of a relevant post graduate mental health qualification: minimum Post Graduate Diploma.
- Demonstrated high level of ability to provide discipline specific and mental health assessment consultation and advice to consumers, carers and other team members; physical health assessments and; 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.
- 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.
- Demonstrated high level of ability in the delivery and evaluation of a range of high quality discipline specific services and mental health assessments to consumers, families and carers within a mental health setting.

As an Clinical Psychologist (as appropriate):

- Hold a Masters or Doctoral coursework qualification in Clinical Psychology that has been approved by the Psychology Board of Australia.
- Registration endorsement or eligibility for endorsement in Approved Area of Practice of Clinical Psychology.
- Hold approved Supervisor status with AHPRA.

**Essential experience:**

- Compliance with the code of ethics and legal requirements of the profession
- Sound knowledge of the Victorian Mental Health and Wellbeing Act 2022 and other relevant legislation
- An understanding of the role of a Mental Health Nurse/ Occupational Therapist/ Psychologist or Social worker in an intensive role and demonstrated ability to provide a range of recovery orientated services within a demanding work environment, to people with a live experience of mental ill health
- Extensive experience working with consumers with a live experience of mental ill health including skills in assessment, crisis intervention, counselling, relapse prevention and recovery focused interventions
- Demonstrated ability to independently assess, plan and implement treatment and management of consumers with a mental illness
- Demonstrated ability to work with people with dual diagnosis

- Demonstrated commitment to and ability to practice utilising the recovery approach 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
- Advanced theoretical knowledge of discipline specific assessment and treatments in mental health
- Provide clinical discipline specific assessment, treatment and consultation services to the team and others as required.
- Demonstrated ability to provide clinical leadership to a multidisciplinary team
- Excellent interpersonal and communication skills (written and verbal) and proven ability to liaise negotiate and communicate with staff, consumers/carers/families other service providers and the wider service system
- Provide discipline specific advice to other team members
- Demonstrated commitment to supervised practice- ongoing professional development and further developing skills in clinical mental health
- Demonstrated ability to supervise students and ability to provide professional supervision for more junior staff of their relevant profession
- Demonstrated ability to provide discipline specific advice to other team members
- High level communication, both written and verbal, demonstrated high level of interpersonal skills with consumers, their families and all health care professionals.
- Commitment to ongoing professional development
- Computer literacy and embracing of health technologies and informatics.
- Exhibits behaviour which reflects the Eastern Health values
- Promotes and contributes to a supportive and engaged team environment.
- Commits to providing a safe environment for all
- Respectful- collaborative and kind.
- Current Victorian Driver's License
- Ability to work across a 7-day roster
- A satisfactory police check is required prior to appointment

**Desirable:**

- Knowledge of and experience working with the Collaborative Recovery Model.
- Additional relevant qualifications or progression towards these, (over and above the essential qualifications) with a commitment towards their completion.
- ESI trained (Occupational Therapist).
- Training in Single Session Family Consultations (Social Worker).



## **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](mailto:Aboriginal.Workforce@easternhealth.org.au)

## **EHOPS SPECIFIC INFORMATION**

### **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 6,500 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:

- Child and Youth Mental Health Services (CYMHS)
- Adult Mental Health Services (AMHS)
- Aged Person Mental Health Program (APMH)
- 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 Eastern Health Homeless Outreach Psychiatric Service (EHOPS) provides culturally sensitive- community recovery orientated services and specialist mental health assessment- treatment and support to people experiencing serious and persistent mental illness and who are homeless or at risk of becoming homeless or for a variety of reasons cannot access clinic-based services. Consumers are typically between the ages of 16 and 64.

EHOPS staff focus on working collaboratively with consumers and carers to promote self-determination and enable progress towards reaching personal recovery goals through:

- Assertive outreach and intensive support, treatment and recovery focused goal setting a hope to increase consumers level of community access and independent living skills

EHOPS is currently based in East Ringwood but provides services across the Eastern Metropolitan region including Outer and Central East catchment regions.

## ATTACHMENT 2 – 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 <b>known and stable context</b> , consulting when abnormalities arise <b>before taking action</b>	Works within a <b>known and stable context</b> , consulting when abnormalities arise	Acts <b>independently in routine</b> situations within scope, and responds to <b>known dilemmas</b>	Acts independently in <b>complex situations</b> within scope, and responds to <b>unknown dilemmas</b>	<b>Provide vision and direction</b> and shape and implement strategies and initiatives that <b>enable others</b> 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"> <li>• Patient history</li> <li>• Patient assessment</li> <li>• Perform and deliver care</li> <li>• Monitor &amp; Evaluate Care</li> </ul>	<ul style="list-style-type: none"> <li>• Planning for the Future</li> <li>• Safety and Quality</li> <li>• Recruitment &amp; Retention</li> </ul>	<ul style="list-style-type: none"> <li>• Education of patients &amp; families, relationship building</li> <li>• Own professional education</li> <li>• Professional education of others</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of research evidence relevant to area of practice</li> <li>• Involvement and dissemination of research</li> </ul>	<ul style="list-style-type: none"> <li>• Professional conduct</li> <li>• Accountability</li> </ul>