

Eastern Health

POSITION DESCRIPTION

Position Title:	Senior Psychosocial Worker (SPW) – Mobile Support Team
Award Classification:	Community Development Worker Class 3
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Position Reports to:	Operational: Through Team Leader to Outer East Adult Mental Health Rehabilitation Service Manager Clinical – Team Leader

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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 Psychosocial Engagement Worker position within the Mobile Support team (MST) is a valued position that works in partnership with people with a lived experience of mental illness and their families and carers to provide high quality psycho-social engagement outreach services using the Collaborative Recovery Model aiming to promote and facilitate recovery.

Key responsibilities of this position are to:

- a. Actively outreach and provide intensive support for people to make and participate in decisions about their individual recovery whilst respecting their autonomy and promoting empowerment. Keeping in mind their best hopes and preferred future.
- b. Facilitate a seamless recovery journey from referral source to collaborative community support in a timely manner Promote safety with the referred person and nominated person/carers
- c. Minimise the need for ongoing tertiary mental health support in collaboration with the referred person, significant people and primary care providers.

The Senior Psycho-social engagement worker will provide services and linkages to support consumers; their families, carers and others service providers, in collaboration with MST colleagues and the Consultant Psychiatrist. The MST team provides services within a framework of the Collaborative Recovery Model approach implemented at Eastern Health.

The role may involve working across other Adult Rehabilitation sites and programs as directed by the Team Leader or delegate.

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

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Participate in the delivery of recovery focused services through the lens of the Collaborative Recovery Model.
- In collaboration with the clinical staff, ensure that persons referred are actively followed up and engaged in receiving support and recovery care related to their best hopes and preferred future
- In collaboration with other clinical staff, assist in development of plans for all persons engaged in MST. This may also include meeting with families and carers to ascertain their support needs and access to services with regard to the best hopes and preferred future.
- In collaboration with other clinical staff, undertake psycho-social assessments with individuals referred to MST.
- Support consumers to link in with community support services such as, and not limited to, GP's, Private Clinical Psychologists, Primary Health Networks, Housing, Employment, Drug and Alcohol, Family Violence, Child and Family services. The services will be identified with the person as part of striving towards their best hopes and preferred future.
- Consult with and, where appropriate, involve and support families and significant others in the person's recovery.

- 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 guideline
- Adhere to the escalation and clinical review processes of MST
- Work collaboratively with the MST multidisciplinary clinical team and associated Eastern Health Adult Mental Health Teams.
- Together with all persons engaged in MST, facilitate effective discharge planning and linkage with appropriate community services
- Develop and contribute to quality improvement activities including implementation of standards for discipline practice.
- Adhere to and comply with relevant legislation e.g. Mental Health Act 2022
- Keep accurate file notes and other clinical documentation
- Operate within Eastern Health Practice Guidelines, Staff Handbook and Code of Conduct. Report personal / other non-compliance to the Stream Leader or delegate
- Ensure that all administrative functions are completed within the mandates of the position and direction of the Team Leader or delegate.
- Actively contribute to the review of workload allocation and participate in clinical review meetings that guide implementation and evaluation of consumer recovery goals/desired outcomes.
- Comply with data collection and reporting requirements along with administrative procedures as required including use of outcome measurement tools
- Contribute to sustaining a positive team environment that maximises the range of consumer services available through the multidisciplinary team
- Participate in service development, planning, and quality improvement activities, both on a team level and within the organization as a whole.
- Take responsibility in managing your own learning and development needs.
- Participates in the training, support and preceptorship of other staff.
- Participates in an annual ACHIEVE conversation process and identifies learning needs and development goals.
- Complies with mandatory and other identified training requirements specified by Eastern Health and relevant professional bodies, 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 support for families supporting consumers.
- Exhibits a working knowledge of the relevant Accreditation Standards adhering to organisational standards and practice guidelines relative to the mandates of the National Standards.

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 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 MST Specific Information

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

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Essential

- A tertiary mental health or related qualification (Relationship/Family Counselling, Nursing, Social Work, Welfare, Psychology, Occupational Therapy, Disability Services, Community Development, or related discipline)
- Demonstrated experience in the mental health field, with a minimum 5 years in the mental health setting
- Ability to work collaboratively and effectively with their families (and consumers), and capacity to deal with a range of issues.
- Demonstrated commitment to and ability to practice utilising the recovery approach in mental health
- Capacity to develop and expand on effective working relationships, collaborations and partnerships with a range of service providers
- Demonstrated high level communication (verbal and written) and interpersonal skills, including the ability to function as an effective member of a multidisciplinary team in a senior role.
- Critical thinking and problem solving ability
- Demonstrated understanding of conflict resolution, engagement and negotiation skills
- Demonstrated ability to work in a senior role, autonomously with excellent organisational and prioritisation skills
- Ability to participate in policy and service development within the program and in continuous quality improvement through ongoing evaluation of services delivered to clients.
- A working knowledge of community-based and government organisations
- Commitment to ongoing professional development attendance and delivery
- Understanding of the Mental Health Act Vic 2022 and other relevant legislation
- A current Victorian driver's licence
- A satisfactory police check is required prior to appointment

Desirable

- Collaborative Recovery Model and family inclusive practice.
- Awareness and understanding of Accreditation Standards

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

MSTS 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 (state wide service for people with a personality disorder)
- Dual Diagnosis

LOCAL WORK ENVIRONMENT (as relevant)

Mobile Support and Treatment Service (MSTS) offers community recovery orientated services, consultation, assessment and treatment and support to people with a mental illness, and their carers and families, between the ages of 16 and 64.

MSTS 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

Box Hill Mobile Support & Treatment Service (BHMSTS) is located at **Level 1, 43 Carrington Road, Box Hill 3128** and supports those who live in the Municipalities of Whitehorse (west of Springvale Road), Manningham and Monash. It is co-located with the Koonung & Doncaster Continuing Care Teams, Linwood Psychiatric Assessment Recovery Centre, Brief Intervention Team (BIT), Early Psychosis Team (EPT) and the Carrington Private Consulting Suites, at the Koonung Centre in Box Hill. Some services and functions are performed collaboratively across the Mobile Support and Treatment Team, EPT and Continuing Care Team, such as administration and community development.

Maroondah Mobile Support Team (MMSTS) is located at **4 Bona Street, Ringwood East 3135** and supports those who live in the Municipalities of Knox, Yarra Ranges, Maroondah and Whitehorse (east of Springvale Road). It is co-located on site with the Murnong & Lilydale Continuing Care Teams, Maroondah PARC and Early Psychosis Team, at 4 Bona St in Ringwood East. Some services and functions are performed collaboratively across the MSTS, PARC, EPT and CCT, such as administration and community development.

In addition, the **MMSTS** Adult Intensive Complex Care Initiative (formerly known as SECU Diversion program), in collaboration with its MHCSS partners provides a tailored response to a limited number of consumers identified as warranting time limited intensive intervention which is provided by an extended hour's service. This service is directed to consumers who would normally be referred to the Secure Extended Care Unit (SECU).