

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Senior Access Clinician - Adult Access</b>
<b>Award Classification:</b>	<b>RPN 4 (NP75-77)/SW3/OT3/P3</b>
<b>Award / Agreement Name:</b>	<b>Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 or Medical Scientists, Pharmacists and Psychologists Enterprise Agreement 2021 - 2025</b>
<b>Position Reports to:</b>	<b>Operationally to the Manager/Access Lead and Clinically to the Clinical Head, Access and Consultant Psychiatrist Lead. Professionally to the Allied Health Clinical Leads, Adult and Older Adult MHWP, Director of Nursing MH Program as appropriate</b>

### 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

This position is established within the Eastern Health Access Service. The integrated Access service provides:

- Crisis Assessment and Treatment Services (CATT) within the community incorporating early discharge management, assessment and management of newly referred clients as well as after hour treatment and crisis support to clients of community mental health services.
- Telephone Triage is the Eastern Health 24 hours telephone triage referral, advice and support service.
- Mental Health and Police (MHaP) response is a 7 day a week afternoon/evening outreach service working in collaboration with Victoria Police providing acute assessment and advice to Victoria Police as an alternate to transfer of clients to the emergency department under section 351 of the MHA.
- Emergency Department Response providing Mental Health and/or AOD assessment and interventions. This assessment includes immediate assessment and risk management plans for persons presenting with Behaviours of Concern. Our ED Response is required to provide comprehensive mental health assessment, treatment and planning for those suffering from acute mental health issues.
- Ambulance Victoria (AV) Teleprompt response is a 7 day a week specialist mental health clinician who works in the AV call centre and responds to calls from AV staff onsite to provide mental health assessments with the aim of avoiding ED presentations.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The RPN4 or Allied Health equivalent will be responsible on a shift-by-shift basis for the provision of mental health services either as the senior clinician rostered in CATT, ED response, Telephone Triage or MHaP. All shifts are flexible in order to meet the demand on the day and staff may be required to work across sites. All senior clinicians in the integrated Access Service are expected to work a 7 day a week rotating roster, including night shifts.

The RPN4 or Allied Health 3 will provide clinical leadership and supervision to the RPN3 / allied health equivalent clinicians on duty. Specifically the RPN 4 and Allied Health equivalent will serve as a role model for professional practice with demonstrated capacity to translate policy into practice and exhibit effective communication of expected standards. The RPN4 or Allied Health equivalent will be required to manage resources i.e. allocation and prioritization of workload, management of access demand and utilization of staff in the absence of the Access Lead. These senior clinicians will also be expected to take the role of shift coordinator on a rostered basis.

The RPN4 or Allied Health 3 will be required to provide clinical supervision and performance feedback to the RPN3 or Allied Health 2 clinicians. These senior clinicians will also be expected to undertake other duties commensurate with their classification as required.

## 3. SAFE PRACTICE AND ENVIRONMENT

- Demonstrate advanced clinical skills and provide superior clinical psychiatric assessment, clinical risk assessment for clients presenting through phone triage, in the Emergency Department or community
- Undertake face-to-face and telephone mental state assessment and crisis intervention in the least restrictive environment, and to ensure that people in an acute phase of a mental illness receive high quality comprehensive assessments and treatment.
- Triage/screen referrals and determine eligibility for adult mental health program service, including prioritising responses and ensuring a timely / appropriate response to ameliorate presenting risks.
- Establish effective treatment plans and provide evidence-based treatment and therapies according to assessed need.
- Conduct the Clinical Review as required ensuring consistency of service response.
- Ensure delivery of safe and effective care and treatment is maintained through adherence to clinical care protocols that are relevant to the patient journey and clinical pathways.
- Promote and model effective teamwork to optimise patient care delivery.
- Participate as an active member of the leadership group within Access to ensure optimal functioning of the staff as a dynamic, high functioning team.
- Shows a strong ongoing commitment to own professional development by participating in clinical supervision and the have the ability to support/develop knowledge and skills in other team members.

- Ensure the provision of ongoing specialist mental health advice, education and liaison to the Police, General Practitioners, staff within the Emergency Departments, other agencies and service providers in relation to mental illness, self-harming behaviours, suicide interventions, drug and alcohol abuse related to mental illness, and other complex care situations.
- Practice within the parameters of sound customer service principles.
- Conduct education sessions on mental health issues for consumers of EH AMHS and their families, and staff of other agencies.
- Promote improved consumer outcomes by implementing the use of agreed service coordination processes and practices between specialist mental health services (clinical mental health services, MHCSS, AOD services, homelessness support and primary health services).
- Provides leadership and direction in the development of behaviour that enhances communication, interaction and achievement of the Adult Mental Health Program Integrated Access service in keeping with the mission and strategic goals of the service.
- Have a clear awareness of the National Access Emergency Targets (NEAT) and all key performance indicators and how these are to be operationalised within the Access Service.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Ensure compliance with relevant clinical and administrative policies and guidelines.
- 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

### **Occupational Health and Safety**

Eastern Health is committed to providing and maintaining 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, particularly 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.

### **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.

### **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 centered care.

## **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.

## **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.

## **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.

## **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 Nursing and 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.*

*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**

#### **Essential**

##### **Mental Health Nurse**

- Bachelor of Nursing / Midwifery or other recognised equivalent formal qualification leading to condition free registration in Australia
- Holds relevant psychiatric endorsement
- Registration with the Nursing and Midwifery Board of Australia (NMBA) via AHPRA

##### **Clinical Psychologist**

- Full registration or eligibility for full registration as a Psychologist by the Psychology Board of Australia (PBA)
- Hold a Masters or Doctoral coursework qualification in Clinical Psychology that is approved by the Psychology Board of Australia
- Registration endorsement in Approved Area of Practice of Clinical Psychology or eligibility for this endorsement
- Hold approved Supervisor status with AHPRA

##### **Occupational Therapist**

- Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency

##### **Social Worker**

- 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

#### **Experience:**

##### **All disciplines**

- Minimum of 5 years' experience as a qualified Registered Nurse/ Occupational Therapist/ Psychologist/ or Social Worker in a range of clinical mental health settings

##### **Clinical Psychologist**

- Experience in the supervision of psychology staff and students desirable.
- Experience and ability in the delivery and evaluation of a range of clinical psychology, services to consumers, families and carers within a mental health setting.

##### **Occupational Therapist**

- Advanced theoretical knowledge of occupational therapy assessment and treatments in mental health.
- Demonstrated high level of ability in the delivery and evaluation of a range of high-quality occupational therapy services to consumers, families and carers within a mental health setting.
- Demonstrated commitment to supervised practice and ongoing professional development.
- Compliance with the code of ethics and legal requirements of the occupational therapy profession.
- Demonstrated ability to supervise students and more junior staff

##### **Social Worker**

- Demonstrated high level of ability to provide specialist social work assessments and interventions for consumers individually, in groups and/or in a case management model.

## **Knowledge and Skills:**

- Extensive experience and proven ability in the assessment and management of acutely disturbed persons and techniques of crisis intervention and safety planning.
- Demonstrated ability to work with people with dual diagnosis.
- Demonstrated ability to work both independently and as part of a multidisciplinary team and to contribute to a positive team environment.
- Experience in working in partnership with other services, that promotes a spirit of cooperation and collaboration, and respect for each other's philosophy, priorities, knowledge, skills and experience.
- Demonstrated excellent interpersonal and communication skills (written and verbal) and proven ability to liaise negotiate and communicate with staff, including the multi-disciplinary team, community agencies and the wider service system.
- Experienced in dealing with conflict.
- Strong ability to demonstrate well-developed organisational skills.
- Proactive commitment to professional development and supervision.
- Awareness of the National Access Emergency Targets (NEAT) and the requirements of these.
- Awareness of the recovery framework and its impacts on the Access service.
- Demonstrated advanced knowledge, skills and experience in working with clients with a mental health issue and their carers, in the community/inpatient settings.
- Demonstrated communication (verbal and written) and interpersonal skills, including the ability to function as an effective member of a multidisciplinary team.
- Demonstrated well developed knowledge of the Mental Health Act and other relevant legislation, policies, plans, and strategic directions of public mental health services.
- Additional relevant qualifications or progression towards these, with a commitment towards their completion.
- Experience in providing supervision to students and staff.
- Compliance with code of ethics and legal requirements of the profession.
- Experience in clinical research and/or the incorporation of research and evaluation practices into clinical practice.
- Experience in policy and resource development and high-level written language skills.
- Well-developed interpersonal and communication skills, and ability to function effectively in a multidisciplinary team.
- A satisfactory police check is required prior to appointment.
- A current Victorian driver's license is essential.
- A current Victorian Working with Children Check is required.

## **Personal Attributes:**

- 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.

## **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)

## 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>