

Eastern Health

POSITION DESCRIPTION

Position Title:	Access Clinician – Adult Access Mental Health and Wellbeing Services
Award Classification:	RPN 3 (NP71-74), Occupational Therapist Grade 2; Clinical Psychologist Grade 2; Social Worker Grade 2
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 or Medical Scientists, Pharmacists and Psychologists Enterprise Agreement 2021 - 2025
Position Reports to:	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

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 RPN3 and Allied Health 2 is responsible for undertaking mental, social and physical assessment of clients incorporating a clinical risk assessment leading to recommendation of a course of action. Within Telephone Triage you will respond to phone referrals and ensure a timely and appropriate response to ameliorate presenting risks. In the Emergency Department you will conduct face to face clinical assessments and consultations and ensure adequate plans are put in place. When working in CATT you will undertake risk, mental state and physical assessments of psychiatrically ill people, that lead to a safe and appropriate treatment plan developed in accordance with the clinical team and families/significant others. The incumbent is required to demonstrate capability to assess the level of urgency, resolve or ameliorate the crises or escalate to the senior clinician accordingly. Clinicians will also be expected to undertake other duties commensurate with their classification as required.

All shifts are flexible in order to meet the demand on the day and staff may be required to work across sites. All clinicians in the integrated Access Service are expected to work a 7 day a week rotating roster.

3. SAFE PRACTICE AND ENVIRONMENT

- Provide face to face assessments in our emergency departments with support and supervision by a senior clinician and ensure that people in an acute phase of a mental illness receive high quality care
- Provide telephone assessments and screen referrals to determine eligibility for mental health services, including prioritising responses and appropriate community referral options
- Undertake comprehensive clinical mental health assessments in the community to ensure that people in an acute phase of a mental illness receive high quality care and treatment
- Provide support, information, education & consultation to clients, family members, carers, other service providers & professionals
- 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.

Other

- Timely completion of accurate case notes and service performance data
- Involve the patient, family, significant others and other service elements in the development of the plan of care and its implementation, incorporating a safety plan and a plan for discharge to community services when necessary

- Ensure any changes in the individual's mental state or risk is promptly escalated / communicated to the senior clinician or Consultant Psychiatrist and or the shift coordinator/Access Lead
- Actively participate constructively in team meetings and liaise with other health care team members
- Respond to and inform senior clinician or Access Lead about department activities, significant events incidents as necessary and participate in clinical and adverse outcome reviews as required
- Contribute to the function of multi-disciplinary team through service evaluation, policy and guideline review and participation in inter-departmental forums
- Provide mentorship and support to student nurses and graduate nurses on placement, to ensure the development of clinical competency
- Comply with principles of Patient Centred Care and the recovery framework
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements
- 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
- Practice in accordance with recovery principles respecting the uniqueness of individuals, their choices and focusing on their personal strengths

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 Compensations (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-centred 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 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.

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

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

Mental Health Nurse

- Registered as a Nurse with the Australian Health Practitioner Regulation Authority with approved/ endorsed postgraduate qualifications in Psychiatric Nursing

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:

Clinical Psychologist

- Minimum experience as per qualifications

Mental Health Nurse

- Minimum of 3 years' experience in a range of clinical mental health settings

Occupational Therapist

- A minimum of 12 months experience working as a fully registered occupational therapist in clinical mental health settings

Social Worker

- A minimum of 12 months experience as a qualified Social Worker in clinical mental health settings

Knowledge and Skills:

- Sound clinical skills including mental state, risk assessment and formulation / planning
- A sound knowledge of the Mental Health Act 2014, related legislation, and an awareness of current area mental health procedure and practice requirements
- Excellent communication skills: written, verbal and interpersonal with demonstrated ability to collaborate and work as an effective team member at a local and organisational level to deliver organisational outcomes
- Demonstrated ability to work autonomously, utilising well developed critical analysis skills to achieve efficiency and effectiveness
- Awareness of the National Access Emergency Targets (NEAT) and the requirements of these as well as other KIP's for an Access service

- Understanding of the Victorian Recovery Framework and National Framework for recovery-oriented mental health services including the expectations for Access to work within these
- Demonstrated evidence of sound discipline specific assessment and treatment
- Demonstrated ability in the delivery and evaluation of a range of discipline specific services to consumers, families and carers within a mental health setting
- Demonstrated ongoing commitment to professional development and supervision
- 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

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 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