

Eastern Health

POSITION DESCRIPTION

Position Title:	Service Manager Continuing Care Teams
Award Classification:	RPN6 (NP61), Chief Grade 4 OT (YB38) or Chief Grade 4 SW (YC60) or P4 (PM1-PM5)
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Position Reports to:	Associate Program Director, Adult Community & Rehab, Mental Health & Wellbeing Program

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 Service Manager is responsible for the leadership, management, and development of effective multidisciplinary teams across the area Continuing Care Teams to deliver an appropriate range of high quality services that meet legislative requirements and health service agreements negotiated with the Department of Health and in accord with Eastern Health policy and practice guidelines.

The CCT Service Manager, in conjunction with the Lead Psychiatrist, is required to provide professional leadership across the nominated Continuing Care Services by ensuring that high quality clinical standards are met for the operational service and to drive service innovation and lead the development of evidence-based practice.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Leadership

- Provide professional leadership and management role within the Continuing Care Service (Central East or Outer East).
- Provide consistent, effective operational leadership in keeping with the key objectives and service requirements of the Continuing Care Services, and in line with the organisational and strategic direction of the Associate Program Director.
- Act as a role model and mentor for staff in promoting professional values and ethics in clinical practice.
- Participate in Adult Mental Health & Wellbeing Program leadership team meetings particularly providing leadership in the development and maintenance of systems and operations for the Continuing Care Service.
- Provide regular line supervision for team leaders to assist with support and effective and efficient service delivery.
- To ensure effective communication systems and structures are in place that ensures all staff are provided with relevant information in a timely manner.
- Provide an environment where open communication is encouraged and effective.
- Provide guidance, support and leadership in conjunction with consultant psychiatrists regarding complex clinical issues and, where required, escalate issues to the Associate Program Director and/or Clinical Director.
- Other duties as directed by the Associate Program Director (or delegate), for the efficient and effective running of the service.

Access, Flow and Clinical Service Activity

- Ensure high quality standardised systems are in place in accord with Eastern Health Policies and Practice Guidelines that support intake, assessment, care delivery, recovery and discharge planning to achieve high quality outcomes for consumers and their carers.
- Is responsible for the timely completion of all necessary statistical data (e.g. CMI), including achievement of required performance and activity targets for areas of responsibility.
- Ensure systems are in place to support timely service access and flow in order to meet KPIs and provide high quality service outcomes for consumers.

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 [here](#).

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.

Service Development & Innovation

- Work with the Lead Consultant Psychiatrist in the implementation and maintenance of professional clinical practice and standards including the implementation of recovery principles and actively support the Collaborative Recovery Model (CRM) coaching groups.
- Uphold and role model personal practice and behaviour which ensures all consumers, clients, families, residents, visitors and staff are treated in a courteous, respectful and non-discriminatory manner.
- Promote collaborative, solution focussed care delivery keeping the consumer, carer or Nominated Person at the centre of all decision making.
- Promote and support a culture of continuous service improvement, contribute to quality improvement, education and research projects, within the area of practice.
- Supports the team leaders/ consultants and wider multidisciplinary team with timely and effective communication to guide and achieve optimal consumer outcomes within the broader service system.

- Ensure all clinical service delivery is specifically designed for consumers and their circumstances, using CRM principles, taking into account their expertise from their lived experience and as a consumer of mental health services.
- 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.
- Manage and investigate category 1-4 incidents across the relevant CCT services and feedback via the VHIMS system in the required timeframe including all outcomes identified from incident investigations are fed back to teams and changes implement, where applicable.
- Manage and ensure timely investigation of consumer and carer feedback accord with Eastern Health Practice guidelines.
- Actively lead initiatives to respond to recommendations from consumer feedback.
- Manage, monitor, evaluate and provide feedback across relevant CCTs on KPI priorities, data collection and data quality including audits as required. (E.g. Clinical Risk Assessment & Management Audit & Clinical Documentation Audit, Hand Hygiene).
- Ensure all program specific portfolios have active representation across the CCTs.
- Lead service planning and evaluation activities for the CCT.
- Contribute to the development and implementation of the AMHS Innovation & Improvement Plan (IIP) and take a lead role for the AMHS in accreditation activities when required.
- Actively contribute to the Strategic Plan for the **Mental Health & Wellbeing Program**, ensuring alignment of the strategic planning of the CCT with these priorities.
- Ensures own and others practice is consistent with the Mental Health Act Vic (2022) and reports on all matters of legislative compliance as required under this Act.
- Utilise principles of co-design and co-delivery in approaches to service development initiatives.
- Disseminates research findings through publication &/or conference presentations in conjunction with research teams. Oversee the continual development of an evidence based CCT services by utilizing current research and development, promoting and participating in research where relevant.
- Oversee the development, implementation and review / update of practice guidelines and policies within the CCT and contribute to these more broadly within Eastern Health, where relevant.
- In conjunction with team leaders, take the lead role in the development and maintenance of strong interagency partnership relationships with relevant health and community service providers to optimise shared care, collaboration and discharge planning in order to support recovery for consumers and their carers.
- Provide secondary and tertiary consultation to local housing providers, alcohol and drug services, employment, education, other Eastern Health services and other non-public health services to optimise consumer recovery.

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 here](#).

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

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 [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: _____

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

- Relevant clinical qualifications and where relevant current registration with the Australian Health Practitioner Regulation Authority (AHPRA) requirement to practice within that profession.
- For nursing: Post-graduate qualification relevant to mental health nursing or completion of specialist undergraduate mental health nursing program
- A minimum of at least 10 years' experience as a qualified registered nurse, social worker, occupational therapist or clinical psychologist including at least 2 years as a senior clinician
- Demonstrated excellence in clinical leadership and supervision within the multidisciplinary workforce and across the agency.
- Demonstrated ability and competency in operational team management and project management
- Demonstrated ability to lead change and to follow direction.
- Demonstrated ability in policy development, service development and planning
- Demonstrated experience in recruitment, retention and ongoing management of human resources
- Demonstrated ability and skill in conflict resolution, excellent communication and interpersonal skills
- Demonstrated commitment to supervision and reflective practice, in addition to being an experienced provider of supervision to less experienced colleagues.
- Knowledge of Recovery Oriented Practice in line with the National Recovery Framework and principles of Eastern Health's Collaborative Recovery Model.
- Knowledge of the recommendations and priorities of the Royal Commission into Victoria's Mental Health system as they apply to a tertiary clinical mental health service.
- A sound working knowledge of, and commitment to, working with consumers from a wide range of ethnic and social backgrounds and providing services that are sensitive to families, culture, gender and diversity.
- Demonstrated experience and skill in working with the lived experience consumer and carer workforce and understanding of intentional peer support models.
- Advanced knowledge of discipline specific assessment and treatments in mental health.
- Demonstrated high level of ability in the delivery and evaluation of a range of high quality discipline specific services to consumers, families and carers within a mental health setting
- A current Victorian drivers licence.
- Proficient in a range of electronic applications including but not limited to CPF, CMI, PFM, Microsoft, Outlook, Excel or as relevant to role.
- Comprehensive knowledge of legislation as it applies to community mental health practice

Desirable

As a Registered Nurse or Allied Health Clinician:

- Post-graduate qualifications in leadership and/or management.
- Research, publication and public presentation experience.

As a Registered Nurse:

- Masters qualification in area of mental health nursing expertise.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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