

Eastern Health

POSITION DESCRIPTION

Position Title:	Mental Health Program Coordinator
Award Classification:	RPN Grade 5 (NP51) OR Equivalent Allied Health
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2024 - 2028
Position Reports to:	Operational: Manager Mental Health Program Coordinators Professional: Director of Nursing, Mental Health or Allied Health Discipline senior for MHP/SWS dependent on discipline.

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 role of the Mental Health Program Coordinator is to manage patient access, support incident management, manage staffing issues and support clinical areas including the emergency departments, inpatient units and bed-based sub-acute facilities and manage phone triage overnight. The Program Coordinators will also support Statewide Services inpatient services after-hours.

The role will have a coordination function for access for the Mental Health Program, after hours operational management across the Program and support for overnight telephone triage support. The role is required to work across the 24-hour continuum of care, with the primary functions of management of access, staffing and resource requirements for unplanned absences, and clinical leadership to the afterhours workforce.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Provide clinical leadership to mental health and AOD inpatient units, mental health triage and extended hours community mental health services after hours.
- Coordinate access and flow for the Mental Health Program by overseeing Emergency Department presentations, prioritising assessments and facilitating admissions for patients with knowledge of acuity in each unit and required resource allocation to manage this.
- Ensure urgent response to critical incidents across all mental health areas after hours ensuring support, leadership, open disclosure and appropriate reporting occurs.
- Oversee telephone triage overnight to support the mental health triage service in delivering high quality and timely response to the local community and prevent Emergency Department presentations.
- Provide leadership and role modelling of the principles of Safewards and the Collaborative Recovery Model during interactions with all staff.
- Work collaboratively with all departments to support the systems, processes and projects required to ensure efficient, effective and responsive operation of the Program in line with the organisation's strategic direction.
- Supports Maroondah Inpatient Mental Health units and PAPU for all emergency codes to support the Hospital Coordinators and local teams as per the local emergency management plans.
- Ensure appropriate escalation of clinical, patient access and flow issues.
- Ensure that all administrative functions are completed within the mandates of the position.
- Ensure incident reports are completed in required timeframe.
- Maintain open and effective communication with the Senior psychiatric Nurse, Director of Nursing, Associate Program Directors and Executive on call in addition to Clinical Directors and Clinical Heads across the Program.
- Ensure adherence to the Mental Health and wellbeing Act and all relevant legislation in the usual course of duties.
- Ensure effective patient flow and effective discharge planning principles are in line with the Eastern Health expected Standards and practise guidelines.

- Allocate all requests for acute mental health beds.
- Monitor and manage the timely transfers of patients into the acute mental health units who have been assessed as requiring an acute admission.
- Review and approve as deemed appropriate, the allocation of additional nursing resource requests, once appropriate approvals obtained, striving for no or minimal requirement for agency nursing resource.
- Review and discuss staffing shortfalls, sick leave with Director of Nursing/Executive on call for approval for non- permanent staff if required.
- Manage patient complaints afterhours period and inform relevant Managers of matters that they are required to follow up.
- Ensure the use of restrictive interventions is used as a last resort and for the shortest period possible and meets all legislative requirements.
- Promotes a culture of continuous improvement within the Program by monitoring standards of service and practice and leads the team to ensure that interventions are designed and implemented to address areas where variance to the agreed standards exists.

3. SAFE PRACTICE AND ENVIRONMENT

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.

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 centered 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 every day.

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

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Essential

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

Or Registration with the Australian Health Practitioners Registration Agency (AHPRA) as an Occupational Therapist

Or Recognised Tertiary qualification in Social Work and eligibility for membership of the Australian Association of Social Workers (AASW)

Or Hold a Masters or Doctoral qualification in Clinical Psychology that has been approved by the Psychology Board of Australia (PBA), Registration with AHPRA with endorsement in the approved area of practice of Clinical Psychology.

Extensive clinical experience in the mental health sector and sound knowledge of the relevant legislation pertaining to Adult Mental Health including the Mental Health and wellbeing Act Vic 2022 and its associated principles.

Demonstrated excellence in clinical leadership within the multidisciplinary workforce and across the agency.

Desirable

Extensive experience as a Senior Clinician in mental health community and inpatient areas with demonstrated ability to work with diverse and complex clinical presentations.

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