

Eastern Health

POSITION DESCRIPTION

Position Title:	Access Clinician
Award Classification:	RPN 3/SW3/OT3/P2
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2024 – 2028 or Medical Scientists, Pharmacists and Psychologists Enterprise Agreement 2021 - 2025
Position Reports to:	Operationally to the Service Manager/Access Lead and Clinically to the Clinical Director, Adult Access and Consultant Psychiatrist. Professionally to the Allied Health Clinical Leads, Adult and Older Adult MHWP, or 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

Our promise

Healthier together



1. POSITION PURPOSE

This position sits within the Eastern Health Adult Access Mental Health Service, Mental Health & Wellbeing Program. The integrated Access Service provides:

- **Crisis Assessment and Treatment Services (CATT):**
Community-based crisis assessment, early discharge management, assessment and management of newly referred clients, as well as after-hours treatment and crisis support for clients of community mental health services.
- **Psychiatric Telephone Triage:**
A 24-hour service providing referral, advice, and support.
- **The Police and Clinician Emergency Response (PACER):**
A 5-day-a-week afternoon/evening outreach service working in collaboration with Victoria Police. The team provides acute assessment and advice as an alternative to transferring consumers to the Emergency Department under Section 232 of the Mental Health and Wellbeing Act 2022.
- **Emergency Department (ED) Response:**
Provision of mental health and/or AOD assessment and interventions, including immediate assessment and risk management plans for individuals presenting with behaviours of concern. The team provides comprehensive mental health assessment, treatment, and care planning for people experiencing acute mental health issues.
- **Ambulance Victoria (AV) Teleprompt Response:**
A 3-day-a-week specialist mental health clinician role based in the AV call centre, responding to calls from on-site AV staff. The aim is to provide mental health assessments and reduce unnecessary ED presentations.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The RPN3 or Allied Health equivalent clinician is responsible for undertaking comprehensive mental, social, and physical assessments of consumers, including clinical risk assessments, to inform recommendations for appropriate courses of action.

Within Telephone Triage, you will respond to referrals and ensure timely and appropriate interventions to mitigate presenting risks. In the Emergency Department, you will conduct face-to-face clinical assessments and consultations, ensuring appropriate care plans are developed and implemented.

When working in CATT, you will complete risk, mental state, and physical assessments of individuals experiencing psychiatric illness, contributing to the development of safe and appropriate treatment plans in collaboration with the clinical team and families or significant others.

The incumbent is expected to demonstrate the ability to assess urgency, resolve or reduce crises where possible, and escalate to a senior clinician when required. Clinicians will also be expected to undertake other duties appropriate to their classification.

All shifts are flexible to meet service demand, and staff may be required to work across multiple sites. All clinicians within the Integrated Access Service are expected to work a 7-day rotating roster including night shifts.

3. SAFE PRACTICE AND ENVIRONMENT

- Provide face-to-face assessments in the Emergency Department, with support and supervision from a senior clinician as required, ensuring individuals experiencing acute mental illness receive high-quality care.
- Conduct telephone assessments and screen referrals to determine eligibility for mental health services, including prioritising responses and identifying appropriate community referral options.
- Undertake comprehensive clinical mental health assessments in the community, ensuring individuals in the acute phase of mental illness receive high-quality care and treatment.
- Provide support, information, education, and consultation to clients, family members, carers, service providers, and other professionals.
- Maintain an understanding of the National Access Emergency Targets (NEAT) and key performance indicators and apply these within the operational framework of the Access Service.
- Escalate concerns related to safety, quality, and risk to the appropriate staff member and leaders when unable to resolve independently.
- Ensure compliance with relevant clinical and administrative policies and guidelines.
- Complete accurate and timely case notes and service performance data documentation.
- Involve the consumer, family, significant others, and other service providers in the development and implementation of care plans, including safety planning and discharge planning to community services where appropriate.
- Ensure that any changes in a consumer's mental state or risk are promptly escalated and communicated to the senior clinician, Consultant Psychiatrist, and/or shift coordinator or member of the leadership team
- Actively participate in team meetings and liaise effectively with other healthcare team members.
- Communicate departmental activities, significant events, and incidents to the senior clinician or member of the leadership team as required and participate in clinical reviews and adverse outcome reviews.
- Contribute to the functioning of the multidisciplinary team through service evaluation, policy and guideline review, and participation in interdepartmental forums.
- Provide mentorship and support to student and graduate nurses on placement, facilitating the development of clinical competence.
- Adhere to the principles of consumer-centred care and the recovery-oriented framework.
- Comply with the requirements of the National Safety and Quality Health Service (NSQHS) Standards and other relevant regulatory frameworks.

- Demonstrate family violence practice consistent with the allocated responsibility level under the Mental Health Workforce Mapping Tool. This includes compliance with the Multi-Agency Risk Assessment and Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVIS), the Child Information Sharing Scheme (CISS), and Eastern Health guidelines.
- Practise in accordance with recovery principles, respecting the uniqueness of individuals, supporting their choices, and focusing on their strengths.

Occupational Health and Safety

Eastern Health is committed to providing and maintaining a working environment that is safe and without risk to the health of all staff. Staff are required to take reasonable care for their own health and safety, as well as that of others who may be affected by their actions or omissions in the workplace.

Staff must understand their responsibilities and accountabilities to themselves and others in accordance with Occupational Health and Safety (OHS) legislation and Eastern Health policies, and actively promote a working environment aligned with these standards.

This includes the timely 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 relevant state legislative requirements, including 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 guide, support, and enhance the professional development and practice of employees within a dynamic health environment. All programs should promote evidence-based practice, a problem-solving approach, and competency-based learning.

Employees are expected to actively participate in the annual performance and development review process.

QUALITY

As a staff member of Eastern Health, you are required to comply with organisational performance standards and actively participate in continuous monitoring and quality improvement as part of your role. You are also required to adhere to all relevant legislation, professional standards, and accreditation requirements.

As an employee of Eastern Health, you must maintain the appropriate skills and knowledge necessary to fulfil your role and responsibilities within the organisation. You are expected to practise within the scope of this position description and, where applicable, within your agreed scope of practice.

You are responsible for delivering safe, high-quality care in your work. This includes adhering to best practice standards, identifying and reporting any deviations from expected standards, and minimising the risk of adverse outcomes and patient harm. Additionally, you must ensure that care delivery is consistent with Eastern Health's patient- and family-centred care approach.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and must not be used for any purpose other than the performance of duties associated with the role. Staff are required to comply with the Information Privacy Act 2000 and the Health Records Act 2001.

EQUAL EMPLOYMENT OPPORTUNITY

You are required to adhere to the Equal Employment Opportunity (EEO) policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful.

The Health Service has a zero-tolerance approach to discrimination, and any such behaviour may result in disciplinary action in accordance with the Disciplinary Policy and Procedure, up to and including termination of employment.

PERFORMANCE DEVELOPMENT

A performance review, including agreed targets, will be conducted at three (3) months from commencement and annually thereafter, based on the duties and responsibilities outlined in this position description.

This process provides an opportunity to review both individual and allocated work unit performance, supported by the setting of objectives and ongoing evaluation of achievements. Objectives will be developed annually, documented, discussed, and agreed upon with the immediate line manager, who will act as the assessor.

The incumbent is expected to demonstrate and provide evidence of ongoing personal development, as well as the development and performance of the allocated work unit, on an annual basis.

EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers, and staff is that we are **Healthier Together**. More than a vision for the future, this promise is a call to action. We recognise that working together is the only way to achieve meaningful and sustainable improvements for a healthier future.

Our values are demonstrated through our actions and reflect the behaviours that matter most:

- Respect for all
- Safe always
- Partnering in care
- Learning and improving every day

By learning from past challenges and looking toward the future, we are committed to building a more engaged, reliable, and consistently safe health service. We will achieve this in partnership with our people, with a focus on continuous improvement 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 diseases is a mandatory requirement of this role. An offer of employment is conditional upon providing evidence that your vaccinations are up to date 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
- Hold approved Supervisor status with AHPRA

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 Australian (NMBA) via 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:

Clinical Psychologist

- Minimum experience as per qualifications
- Minimum of 12 months experience working as a fully registered, endorsed psychologist in a clinical mental health setting

Occupational Therapist

- A minimum of 12 months' experience as a fully registered Occupational Therapist in clinical mental health settings.

Social Worker

- A minimum of 12 months' experience as a fully registered Social Worker in clinical mental health settings.

Knowledge and Skills:

- Demonstrated sound clinical skills, including mental state assessment, risk assessment, formulation, and care planning.
- Sound knowledge of the Mental Health Act 2014, related legislation, and an understanding of current area mental health procedures and practice requirements.
- Excellent communication skills (written, verbal, and interpersonal), with demonstrated ability to collaborate and work effectively as part of a team at both local and organisational levels to achieve service outcomes.
- Demonstrated ability to work autonomously, utilising well-developed critical thinking and analytical skills to achieve efficiency and effectiveness.
- Awareness of the National Access Emergency Targets (NEAT) and associated requirements, as well as other key performance indicators (KPIs) relevant to Access Services.
- Understanding of the Victorian Recovery Framework and the National Framework for Recovery-Oriented Mental Health Services, including expectations for Access Services to operate within these frameworks.
- Demonstrated competence in discipline-specific assessment and treatment, including the delivery and evaluation of services for consumers, families, and carers within a mental health setting.
- Demonstrated ongoing commitment to professional development and clinical supervision.
- A satisfactory National Police Check is required prior to appointment.
- A current Victorian driver's licence 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, the plan outlines practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to support culturally safe and positive employee experiences, fostering a sense of belonging and access to diverse career pathways and opportunities.

If you require further information about this position or need support to complete an application, please contact the Recruitment Manager 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