

Eastern Health

POSITION DESCRIPTION:

Position Title:	Box Hill Early Psychosis Team - Clinical Case Manager 0.8 EFT Infant, Child and Youth Mental Health Service (ICYMHS) Fixed term 1 st of June 2026 till 4 th of June 2027
Award Classification:	Grade 3 Mental Health Nurse
Award / Agreement Name:	Victoria Public Mental Health Service Enterprise Agreement 2025-2028 Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2025-2028
Position Reports to:	Line Report –Team Leader, Box Hill Early Psychosis Team ICYMHS Professional Report – ICYMHS Clinical Lead, Director of Nursing MHP (dependent upon 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. *‘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.

Eastern Health’s Mental Health and Wellbeing Program provides Tertiary mental health across the Eastern Metropolitan Region of Melbourne with two age-based streams – Infant, Child and Youth & Adult and Older Persons. Fundamental to the Mental Health and Wellbeing Program, are the principles of recovery oriented mental health practice.

The Infant, Child and Youth Mental Health Service (ICYMHS), part of the Mental Health and Wellbeing Program at Eastern Health, provides a comprehensive range of inpatient and community based multidisciplinary teams for infants, children and young people up to the age of 25 years and experiencing significant mental health or emotional, behavioural and/or developmental challenges, and their families.

Our promise

Healthier together



1. POSITION PURPOSE

The Clinical Case Manager will work within the Box Hill Early Psychosis team, part of the Child Youth & Family Mental Health Service (CYMHS). The multi-disciplinary Early Psychosis team aims to enhance early recognition, and reduce the duration and/or impact of first episode psychosis for children and young people aged 0 – 25 years and their families.

The Clinical Case Manager will provide responsive, phase specific treatment and support within an assertive, intensive case management model.

The Clinical Case Manager will have clinical experience in mental health services and have a commitment to ongoing professional and service delivery development. The incumbent will also be involved in the ongoing development and implementation of enhancements to the model of care for children, youth and families, ensuring practice is in line with contemporary, evidenced based mental health models of care including the recovery framework

The Clinical Case Manager will report directly to the Box Hill Early Psychosis Team Leader, who in turn reports to the Clinical Director for clinical governance and to the CYMHS Community Manager for operational management and financial governance. The position will be part of a high quality service that is responsive to the needs of client's within the Early Psychosis team and is supported by clinical, operational and discipline specific supervision, ongoing professional development and active participation in team and service planning and development.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Foster close working relationship with other clinicians (psychosis and non-psychosis streams) and participate in regular meetings to look at best practice models of care, share ideas, and discuss synergies of service delivery with a view to eliminate duplication of services.
- Provide comprehensive bio psychosocial assessment, direct care, and consultation for clients/consumers, families and significant others within an assertive, intensive case management model.
- Consult with and, where appropriate, involve families and significant others in the development and implementation of services and treatment plans in order to support families and minimise the impact of psychosis illness on the family.
- Contribute to the design and implementation of evidence-based interventions that meet the clinical, educational and vocational needs of clients/consumers with Early Psychosis.
- Participate in local and state-wide evaluation of Early Psychosis activities.
- Work with EPPIC State-wide to develop, provide, and deliver clinical education and training to GPs, Primary Care Providers, Area Mental Health staff and significant others
- Ensure appropriate assessment, diagnosis and treatment planning occurs, and is outlined in printed reports that include assessment data, diagnosis, formulation and individualized service plans and is available within two weeks of completing the assessment.
- Work collaboratively with clients/consumers (aged 0 – 25 years) and their families, co-clinicians and key stakeholders in the management of mental illness or co-morbid mental illness and alcohol/drug affected states, diagnosed or suspected substance abuse disorder and where alcohol/drug dependency may be suspected.
- Assist CYMHS to develop and implement a system that reflects integrated care supported by a philosophy of 'no wrong door' for consumers presenting with co-occurring conditions of mental illness and substance use disorders.
- Provide clinical services to clients/consumers, their families and to other agencies by having direct contact for 50% of their clinical hours per week for Centre-based and outreach work, and participating in group, family and individual therapeutic activities as required by CYMHS.
- Provide service co-ordination, consultation and ongoing feedback to referring agents and other relevant agencies through case liaison, preparing high quality assessment, review and discharge reports and communicating with external agencies.
- Respond to crisis situations and urgent clinical problems by participating in the crisis response system with other team members.
- Provide specialist discipline specific assessment, and/or treatment for clients and their families referred from within the team and provide consultation to team members regarding case related discipline specific matters.
- Assist coordinated client/consumer care and support monitoring or accountability of clinical activities by documenting clinical services in the case record and completing appropriate and timely service statistics.
- Adhere to and comply with relevant legislation and policy frameworks.
- Complete appropriate documentation and contribute to service improvement through active involvement in Continuous Quality Improvement (CQI) activities, research, professional education activities within Eastern Health.

- Participate in the research and evaluation activities of the Early Psychosis team.
- Provide consultation, (primary, secondary and tertiary) education and support to other community agencies or services, at an appropriate level and frequency, in consultation with Early Psychosis Team Leader and coordinated with the Community Engagement Plan.
- Contribute to the development of service policies and procedures, and to effective multidisciplinary team functioning.
- 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

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 Compensation (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 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.

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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Qualifications:**Essential**

The successful applicant will have one of the following qualifications:

- Psychiatric Nursing:
 - Registered as a Nurse with the Australian Health Practitioner Regulation Authority with approved/endorsed postgraduate qualifications in Psychiatric Nursing.
 - A minimum 24 months post graduate nursing experience in a mental health setting.

- Occupational Therapist:
 - Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency.
 - A minimum of 12 months' experience as a qualified/fully registered Occupational Therapist in a mental health setting.

- Social Work:
 - Holds a degree qualification in Social Work that has been approved by the Australian Association of Social Workers (AASW) 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.
 - A minimum of 12 months experience as a qualified Social Worker in a mental health setting.

- Psychology:
 - 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 has been approved by the Psychology Board of Australia.
 - Registration endorsement, eligibility for endorsement or working towards endorsement, in the Approved Area of Practice of Clinical Psychology.

Desirable:

- Post-graduate training and qualifications in relevant Mental Health field such as Developmental Psychiatry Course, Family Therapy or Child and Adolescent Psychotherapy

- Experience in Alcohol & Other Drug/Dual Diagnosis treatment approaches

Knowledge and Skills:

- Demonstrated ability to undertake bio psychosocial assessments, case management, consultation and therapeutic treatment services to children, young people and their families presenting with psychosis and mania.
- Postgraduate clinical experience and/or postgraduate training in child and youth mental health or an allied field. This includes assessment, treatment, and consultation with individual clients and their families as well as broader systemic and community interventions.
- Demonstrated ability in providing clinical care and evidence based interventions for young people experiencing first episode psychosis and mania, preferably in a community mental health setting.
- Demonstrated ability to implement treatment programs for young people and their families experiencing first episode psychosis.
- Knowledge of relevant legislation pertaining to working in mental health, e.g. Mental Health Act, Children, Youth and Families Act, etc.
- Sound knowledge of the relevant legislation and frameworks for recovery oriented practice pertaining to working in mental health and with children, youth and families
- Demonstrated ability to work collaboratively with, and provide education, training and consultation to, a diverse range of health care providers.
- Demonstrated ability to work both independently and interdependently as member of a multidisciplinary team.
- Demonstrated commitment to supervised practice and discipline specific supervision.
- Demonstrated commitment to ongoing professional development.
- Evidence of excellent communication (including written skills) and interpersonal skills of a high quality.
- Compliance with the code of ethics and legal requirements of the psychology profession.
- Employment is subject to a satisfactory police check and evidence of a current working with children check valid for employment purposes and current Victorian driver's licence.

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