

Eastern Health

POSITION DESCRIPTION

Position Title:	Clinical Case Manager- Ringwood Community Team Infant Child and Youth Mental Health Service (ICYMHS)
Award Classification:	Grade 3 Mental Health Nurse
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2025-2028
Position Reports to:	Line Report- Stream Leader Ringwood Community Team 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.

The Infant, Child and Youth Mental Health Service (ICYMHS) operates within the Mental Health & Wellbeing Program at Eastern Health and comprises range of community-based teams, specialist teams, Adolescent Inpatient Psychiatric Unit and Access/Triage Team.

Teams are multidisciplinary and work to deliver high quality mental health assessment, clinical case management and evidence-based interventions and treatment for infants, children and young people, 0 -25 years, and their families, who are experiencing severe mental illness impacting on their development and psychosocial functioning.

Our promise

Healthier together



1. POSITION PURPOSE

The Clinical Case Manager will work within the Ringwood Community Team Infant, Child and Youth Mental Health Service (ICYMHS). The multi-disciplinary community team aims to provide high quality mental health assessment, case management, clinical treatment and interventions for children and young people, aged 4 – 25 years with complex mental health concerns and psychological distress, along with their families within a recovery-oriented framework.

The Clinical Case Manager will have clinical experience in mental health services or a similar area and have a commitment to ongoing professional and service delivery development.

The Clinical Case Manager will report directly to the Team Leader of Ringwood Community Team, who in turn reports to the Clinical Director for clinical governance and to the ICYMHS 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 clients within the team and is supported by clinical, operational and discipline specific supervision, ongoing professional development and active participation in team and service planning and development. The position, whilst located in Ringwood, may require the provision of services to other teams and programs within EH ICYMHS.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Deliver specialist mental health case management practice in assessment, diagnosis, formulation and individualized recovery planning, and multi-modal therapeutic treatment that is consistent with standards outlined for children and young people 4 – 25 years of age.
- Work collaboratively with children, young people families/carers, co-clinicians and key stakeholders in the management and treatment of mental illness or co-morbid mental illness.
- Assist the service to develop and implement a system of service that reflects integrated care
- 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 ICYMHS.
- Respond to crisis situations and urgent clinical problems by participating in the crisis response system with other team members
- 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.
- Well-developed interpersonal and communication skills (written and verbal) including the ability to function effectively in a multidisciplinary team, work in partnership with consumers, carers, families and other service providers and a demonstrated high level of conflict resolution and negotiation skills.
- Demonstrated ability to work both independently and interdependently as member of a multidisciplinary team including following reasonable direction from operational and clinical leadership.
- 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.

- Sound knowledge of the relevant legislation and frameworks for recovery oriented practice pertaining to working in mental health and with children, youth and families.
- 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
- Demonstrate sound knowledge of the relevant legislation pertaining to working in mental health, e.g. Mental Health Act, Children, Youth and Families Act, etc.
- Assist coordinated client care and support monitoring or accountability of clinical activities by documenting clinical services in the case record and completing appropriate and timely service statistics.
- Completion of required clinical documentation, routine outcome measurement and ambulatory contacts within the set timelines.
- Contribute to service improvement through active involvement in Continuous Quality Improvement (CQI) activities, research, evaluation and professional education activities within Eastern Health.
- Contribute to a positive team culture by engaging in team meetings, clinical review, peer supervision and professional development.

3. SAFE PRACTICE AND ENVIRONMENT

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 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

Position Title:	Clinical Case Manager Ringwood Community Team Infant Child and Youth Mental Health Service (ICYMHS)
Award Classification:	Grade 2 Occupational Therapist, Social Worker Grade 3 Mental Health Nurse
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Position Reports to:	Line Report –Team Leader- Ringwood Community Team Professional Report – ICYMHS Clinical Lead, Director of Nursing MHP (dependent upon discipline)

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.

Desirable

- Post-Graduate qualifications in Child and Adolescent Mental Health, e.g. Developmental Child Psychiatry Course, Child Psychotherapy, Infant Mental Health, Family Therapy

Experience

- Minimum of 12 months post qualification clinical experience in mental health or similar area for Social Work and Occupational Therapy
- Minimum of 24 months postgraduate experience in mental health for nursing.

Knowledge and Skills

- Postgraduate clinical experience and/or postgraduate training in child and adolescent 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.
- Well-developed interpersonal and communication skills (written and verbal) including the ability to function effectively in a multidisciplinary team, work in partnership with consumers, carers, families and other service providers and a demonstrated high level of conflict resolution and negotiation skills.

- Demonstrated ability to work both independently and interdependently as member of a multidisciplinary team.
- Sound knowledge of the relevant legislation and frameworks for recovery-oriented practice pertaining to working in mental health and with children and their families/carers.
- Computer literacy and embracing of health technologies and informatics.
- Compliance with the code of ethics and legal requirements of the profession.
- Commitment to ongoing professional development in the clinical and service development domains.
- Employment is subject to a satisfactory police check, National Criminal History check and evidence of a current Working with Children check valid for employment purposes.

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.
- Ability engage in reflective practice.

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