

Eastern Health

POSITION DESCRIPTION

Position Title:	Senior Access Clinician
Award Classification:	RPN 4 (NP75-77)/SW4/OT4/P3
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 consumers, as well as after-hours treatment and crisis support for consumers 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 RPN4 or Allied Health equivalent will be responsible, on a shift-by-shift basis, for the provision of mental health services as the senior clinician rostered in CATT, ED Response, Telephone Triage, or PACER. Shifts are flexible to meet daily service demand, and staff may be required to work across multiple sites. All senior clinicians within the Integrated Access Service are expected to work a 7-day rotating roster, including night shifts.

The RPN4 or Allied Health equivalent will provide clinical leadership and supervision to RPN3 or Allied Health equivalent clinicians on duty. Specifically, they will act as a role model for professional practice, demonstrating the ability to translate policy into clinical practice and effectively communicate expected standards.

The RPN4 or Allied Health equivalent will also be responsible for resource management, including the allocation and prioritisation of workload, managing access demand, and the effective utilisation of staff in the absence of the Access Lead. Senior clinicians will also undertake the role of shift coordinator on a rostered basis.

Additionally, the RPN4 or Allied Health equivalent will provide clinical supervision and performance feedback to RPN3 or Allied Health equivalent clinicians. They will also be expected to undertake other duties commensurate with their classification as required.

3. SAFE PRACTICE AND ENVIRONMENT

- Demonstrate advanced clinical skills by providing high-quality psychiatric and risk assessments for consumers presenting via telephone triage, in the Emergency Department, or in the community.
- Undertake face-to-face and telephone-based mental state assessments and provide crisis intervention in the least restrictive environment, ensuring individuals experiencing acute mental illness receive comprehensive, high-quality assessment and care.
- Triage and screen referrals, determine eligibility for the Adult Mental Health Program, prioritise responses, and ensure timely and appropriate interventions to mitigate presenting risks.
- Develop effective, evidence-based treatment plans and deliver interventions aligned with assessed clinical needs.
- Conduct Clinical Reviews as required, ensuring consistency and quality of service delivery.
- Ensure the delivery of safe and effective care through adherence to relevant clinical care protocols aligned with consumer's journeys and clinical pathways.
- Promote and model effective teamwork to optimise consumer care delivery.
- Actively participate in the Access leadership group to support a dynamic, high-performing team environment.
- Demonstrate a strong commitment to ongoing professional development through participation in clinical supervision and support the development of knowledge and skills in other team members.
- Provide ongoing specialist mental health advice, education, and liaison to Victoria Police, General Practitioners, Emergency Department staff, and other agencies regarding mental illness, self-harm, suicide intervention, and co-occurring substance use and complex care needs.
- Practice in accordance with sound customer service principles.
- Deliver education sessions on mental health issues for consumers of Eastern Health Adult Mental Health Services and their families, as well as staff from other agencies.

- Promote improved consumer outcomes by implementing effective service coordination processes across specialist mental health services, including clinical mental health, MHCSS, AOD services, homelessness support, and primary health services.
- Provide leadership and direction that enhances communication, collaboration, and service outcomes within the Integrated Access Service, in line with organisational mission and strategic goals.
- Maintain awareness of National Access Emergency Targets (NEAT) and key performance indicators and apply these within operational practice.
- Escalate concerns related to safety, quality, and risk to the appropriate staff member when unable to resolve them independently.
- Ensure compliance with relevant clinical and administrative policies and guidelines.
- Demonstrate family violence practice in accordance with allocated responsibility levels under the Mental Health Workforce Mapping Tool. This includes adherence to the Multi-Agency Risk Assessment and Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVIS), the Child Information Sharing Scheme (CISS), and relevant Eastern Health guidelines.

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 consumer harm. Additionally, you must ensure that care delivery is consistent with Eastern Health's consumer- 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:

All disciplines

- Minimum of 5 years' experience as a qualified Registered Nurse/ Occupational Therapist/ Psychologist/ or Social Worker in a range of clinical mental health settings

Clinical Psychologist

- Experience in the supervision of psychology staff and students desirable.
- Experience and ability in the delivery and evaluation of a range of clinical psychology, services to consumers, families and carers within a mental health setting.

Occupational Therapist

- Advanced theoretical knowledge of occupational therapy assessment and treatments in mental health.
- Demonstrated high level of ability in the delivery and evaluation of a range of high quality occupational therapy services to consumers, families and carers within a mental health setting.
- Demonstrated commitment to supervised practice and ongoing professional development.
- Compliance with the code of ethics and legal requirements of the occupational therapy profession.
- Demonstrated ability to supervise students and more junior staff

Social Worker

- Demonstrated high level of ability to provide specialist social work assessments and interventions for consumers individually, in groups and/or in a case management model.

Knowledge and Skills:

- Extensive experience and demonstrated ability in the assessment and management of acutely disturbed individuals, including crisis intervention and safety planning.
- Demonstrated ability to work effectively with consumers presenting with dual diagnosis.
- Proven ability to work both independently and as part of a multidisciplinary team, contributing to a positive and collaborative team environment.
- Experience working in partnership with other services, fostering cooperation, collaboration, and mutual respect for differing philosophies, priorities, knowledge, skills, and experience.
- Highly developed interpersonal and communication skills (verbal and written), with proven ability to liaise, negotiate, and communicate effectively with multidisciplinary teams, community agencies, and the broader service system.
- Demonstrated experience in managing conflict effectively.
- Strong organisational skills, with the ability to prioritise and manage workload efficiently.
- Demonstrated commitment to ongoing professional development and clinical supervision.
- Awareness of National Access Emergency Targets (NEAT) and their operational requirements.
- Understanding of the recovery-oriented framework and its application within Access Services.
- Advanced knowledge, skills, and experience in working with individuals experiencing mental health issues and their carers across community and inpatient settings.
- Well-developed understanding of the Mental Health Act and other relevant legislation, policies, strategic plans, and directions within public mental health services.
- Additional relevant qualifications, or progression towards these, with a commitment to completion.
- Experience in providing supervision to students and staff.
- Compliance with professional codes of ethics and legal requirements.
- Experience in clinical research and/or the application of research and evaluation to clinical practice.
- Experience in policy and resource development, supported by high-level written communication skills.
- 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