

Eastern Health

POSITION DESCRIPTION

Position Title:	Case Manager – Mental Health
Award Classification:	PN 3 / OT3 / SW3 / P2
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2025 - 2028 Medical scientists, pharmacists and Psychologists Victorian Public Sector (single interest employers) Enterprise Agreement 2021–2025
Position Reports to:	Operationally – Service Manager, Continuing Care Team Professionally – Clinical Lead for the Allied Health Discipline or the Director of Nursing, Mental Health

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 Case Manager will work in partnership with consumers, carers, families and other service providers in order to provide high quality discipline specific and mental health assessment and consultation services within a recovery-oriented framework.

The Case Manager will work as part of a multidisciplinary team and is responsible for providing comprehensive assessment, intervention and community linkage of the identified client group referred via Eastern Health Mental Health Triage service (Triage), Psychiatric Consultation Liaison service (CL), Crisis Assessment and Treatment Team (CATT), Prevention and Recovery Care (PARC) and Continuing Care Team (CCT) for a time limited episode of care in accordance with established Eastern Health Mental Health Program Standards, Practice Guidelines Model of Care.

The incumbent will take an active role in the ongoing implementation of the Recovery approach within the Adult Mental Health & Wellbeing Program (AMH&WP) Continuing Care Team at Eastern Health.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Participate in the delivery of recovery focused services through the lens of the Collaborative Recovery Model
- Provide recovery orientated case management services to support the individual's recovery goals whilst working collaboratively with consumers, families, carers and relevant agencies in the development, implementation and review of Treatment/ Individual Recovery Plans.
- Works collaboratively with the broader multidisciplinary team to ensure the efficient, effective and responsive operation of the allocated work Unit, in line with the Organisation's strategic direction.
- Undertakes duty work as part of a team roster. Duty work role entails taking new referrals and covering for case managers not at work that day.
- Supports individuals accessing services and their family's understanding of care delivery and care planning through effective and timely communication with these individuals and their significant others, team members, and the public.
- Practice Guidelines and Staff Handbook and Code of Conduct. Reports personal / other non-compliance to the Stream Leader or delegate
- Ensures that all administrative functions are completed within the mandates of the position, and direction of the Team Leader or delegate.
- Ensures clinical interventions are evidence-based and consistent with Standards, Policy, and Clinical Practice Guidelines prescribed by the Organisation. Is accountable for reporting outcomes of case management interventions to the Team Leader or delegate.
- 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
- Work collaboratively with consumers to undertake mental state, risk assessments and goal development and communicating this information with the multidisciplinary team and the person's support system
- Actively contribute to the review of workload allocation and participate in clinical review meetings that guide implementation and evaluation of consumer treatment goals
- Collaboratively engage with the multidisciplinary team to enable discipline specific assessment, treatment, and consultation with consumers, carers and other team members.

- Develop knowledge of local resources and services to: make appropriate referral; provide advocacy; and initiate service development activities that will proactively enhance consumer access to community services.
- Where required, undertake training and provide preceptorship to students.
- Comply with data collection and reporting requirements along with administrative procedures as required including use of outcome measurement tools
- Contribute to sustaining a positive team environment that maximises the range of consumer services available through the multidisciplinary team
- Participate in service development, planning, and quality improvement activities, both on a team level and within the organization as a whole.
- Collaborate with consumers and other agencies to provide timely and accurate information sharing between all parties
- Collaborate with consumers to achieve their goals through service coordination which may include Services) Alcohol and other Drug (AOD) services, homelessness support and primary health and community support services.
- Other duties as directed by the Team Leader or delegate for the efficient and effective running of the service.

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:	Case Manager – Mental Health
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Essential

Qualifications & Registration

- Registration with AHPRA as a registered nurse and appropriate qualifications in Psychiatric Nursing or Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency.
or
- 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
or
- 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 eligibility to work towards endorsement in Approved Area of Practice of Clinical Psychology.
- For RNs - the desirability of holding a postgraduate diploma in psychiatric/mental health nursing or currently working toward the same.

Experience and skills

- Experience in psychiatric nursing in a range of settings including the community and post-graduate qualification relevant to mental health nursing or completion of specialist undergraduate mental health nursing program (or a specialist post basic course of training which lead to registration as a Division 3 nurse under the Nurses Board of Victoria).
- For Occupational Therapy and Social Work, a minimum 12 month's experience as a registered occupational therapist or social worker.
- Demonstrated ability to provide specialist nursing assessments and interventions for consumers individually, in groups and/or in a case management model .
- Sound theoretical knowledge of occupational therapy/psychology/social work assessment and interventions in mental health.
- Demonstrated ability in the delivery and evaluation of a range of high quality occupational therapy/psychology/social work services to consumers, families and carers within a mental health setting.
- Demonstrated commitment to and ability to practice utilising the recovery approach in mental health treatment and support, with a focus on working collaboratively with consumers and carers to promote self-determination and enable progress towards reaching personal recovery goals.
- Demonstrated commitment to supervised practice and ongoing professional development.
- Demonstrated ability to supervise students.

- A good knowledge of the principles and practices of service delivery including case management and its application in a community mental health setting.
- Demonstrated ability to liaise, collaborate and negotiate with other services and consumer and carer groups.
- A sound working knowledge of, and commitment to, working with consumers from a wide range of ethnic and social backgrounds and providing services that are family and gender sensitive.
- A current drivers licence.
- Demonstrated understanding of conflict resolution and negotiation skills.
- Demonstrated ability to work autonomously with excellent organizational and prioritization skills.

Desirable

- Additional relevant qualifications or progression towards these, with a commitment towards their Completion.
- Experience working within the Collaborative Recovery Model.
- For Social Workers, experience in Single Session Family Consultations or interest in undertaking this training.