

Eastern Health

POSITION DESCRIPTION

Position Title:	Mental Health Outreach Clinician – Eastern Homeless Outreach Psychiatric Service (EHOPS)
Award Classification:	RPN3/ OT3/ SW3/ PK3
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028. Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists Enterprise Agreement 2021 -2025)
Position Reports to:	Operational: Manager- Adult Rehabilitation Mental Health & Wellbeing Services Team Leader- Eastern Health Homeless Outreach Psychiatric Services (EHOPS) Professional: Director of Nursing OR Occupational Therapy/ Social Work/ Psychology Clinical Leads- Mental Health and Wellbeing Services

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 Mental Health Outreach Clinician position within the Eastern Health Homeless Outreach Psychiatric Service (EHOPS) is a valued position that works in partnership with people with a lived experience of mental illness and their families and carers to provide high quality assessment, intensive case management services and assertive outreach support using the Collaborative Recovery Model aiming to promote and facilitate recovery. The role provides specialised mental health assessment, treatment and support to consumers experiencing homelessness, housing instability, rough sleeping, or significant barriers accessing clinic-based services.

Key Responsibilities

- Provide case management and clinical intervention for consumers experiencing complex mental ill health, including consumers with co-occurring mental health and substance use issues (dual diagnosis), as a core component of the clinical role.
- Conduct comprehensive assessments, formulate care plans, implement evidence-informed interventions and undertake ongoing review of consumer outcomes.
- Undertake comprehensive risk assessment and management, including suicide, self-harm, vulnerability, homelessness-related vulnerabilities and family violence risk, and develop collaborative safety plans.
- Work collaboratively with consumers, families, carers and support networks to support recovery, self-determination and achievement of individual recovery goals.
- Promote the principles and practice of service coordination to ensure consumers receive timely, integrated and person-centred care.
- Establish and maintain effective partnerships with homelessness services, housing providers, community agencies, health services and other stakeholders to support coordinated care.
- Undertake portfolio, service development and/or community liaison responsibilities in collaboration with the Team Leader and Manager, AMHS Rehabilitation Services.
- Practice in accordance with recovery-oriented, trauma-informed and culturally safe principles consistent with contemporary mental health practice.
- Adhere to and comply with relevant legislation, including the Mental Health and Wellbeing Act 2022, and relevant professional standards and codes of conduct.
- Undertake family violence responsibilities in accordance with the MARAM Framework, FVISS, CISS and organisational requirements.
- Maintain accurate and timely clinical documentation, outcome measures and reporting requirements in accordance with organisational and legislative standards.
- Actively contribute to team planning, service development, quality improvement and innovation activities within EHOPS and the broader service.
- Ensure Eastern Health's objectives, values, policies, standards and practice guidelines are upheld and implemented.
- At all times practise within the professional standards, ethical frameworks, codes of conduct and scope of practice of the relevant discipline

Our mental health rehabilitation services' vision is to provide culturally sensitive, holistic and wellness focused services that promotes values and respects the dignity and lived experience of individuals facing mental health challenges. We will do this by using evidence based strategies in our services, by supporting staff training and wellbeing, by working collaboratively with individuals and their support networks to help them pursue a life based on their own strengths, values and recovery goals, and by continuing to strive for excellence in all that we do". March 2023

2. MAJOR DUTIES AND/OR RESPONSIBILITIES:

Clinical Practice

- Participate in the delivery of recovery-oriented services using the Collaborative Recovery Model (CRM) with consumers living in the community who experience mental ill health.
- Utilise trauma-informed, culturally safe, recovery-oriented and person-centred approaches in all aspects of clinical practice, recognising and responding to the diverse needs, strengths, identities and preferences of consumers, families and carers.
- Provide specialised mental health assessments, formulations and evidence-informed interventions for consumers experiencing homelessness, housing instability, rough sleeping or barriers accessing clinic-based services.
- Develop, implement and review Individual Recovery Plans and Treatment Plans in partnership with consumers, families, carers and relevant stakeholders.
- Provide advocacy and support consumers to access housing, health, welfare, vocational and community-based services that support recovery.
- Work collaboratively with housing and homelessness providers to support consumers to obtain and sustain safe and stable accommodation.
- Participate in multidisciplinary case review, clinical review and care planning processes to support positive consumer outcomes and effective risk management.
- Maintain contemporary knowledge of local services, referral pathways and community resources to facilitate consumer access and participation.

Community and Service Development

- Participate in community development, liaison, consultation and educational activities with homelessness services, housing providers, community agencies, service providers and stakeholder groups.
- Contribute to sustaining a positive multidisciplinary team environment that maximises service responsiveness and consumer outcomes.
- Promote coordinated service responses for consumers with intersecting mental health, housing, physical health, alcohol and other drug, and psychosocial support needs.
- Support service development initiatives and contribute to the implementation of new models of care, service improvement activities and innovation projects.

Professional Practice

- Work collaboratively with the Team Leader to ensure practice aligns with Eastern Health policies, professional standards, evidence-based practice and legislative requirements.
- Participate in and meet the requirements of Eastern Health's Allied Health Credentialing and Professional Standards Framework (where applicable).
- Provide profession-specific consultation and advice to team members and external stakeholders as appropriate.
- Maintain professional registration, Continuing Professional Development (CPD) requirements and compliance with relevant professional standards, codes of ethics and legislative requirements.
- Actively participate in line management, professional supervision and professional development activities.
- Maintain accurate, timely and comprehensive clinical documentation, outcome measures and service activity data in accordance with organisational and legislative requirements.

Education and Workforce Development

- Attend ongoing Collaborative Recovery Model (CRM) training and support the application of CRM principles within practice.
- Facilitate and participate in educational activities for staff, students, consumers, families and carers.
- Contribute to the orientation, induction, mentoring, supervision and professional development of students, junior staff and other personnel as required.
- Monitor developments in professional practice through ongoing learning and integrate contemporary evidence and best practice into clinical service delivery.
- Undertake designated mandatory Eastern Health training within required timeframes.

Organisational Responsibilities

- Work in partnership with Occupational Health and Safety representatives and leaders to identify, manage and escalate workplace risks and hazards.
- Contribute to the development and review of performance and professional development plans.
- Support a workplace culture that is safe, inclusive, respectful and free from discrimination, bullying

- and harassment.
- Assist in the development and implementation of systems that support clinical governance, professional accountability and workforce capability.
- Other duties as directed by the Team Leader and Manager, AMHS Rehabilitation & Wellbeing Services consistent with the objectives of the position.

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 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 centred 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
- Attachment 2- Local Work Environment (as relevant)
- Attachment 3- Nursing & 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 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:	Mental Health Outreach Clinician – Eastern Homeless Outreach Psychiatric Service (EHOPS)
Award Classification:	Registered Nurse Grade 3/ Occupational Therapist Grade 3/ Social Worker Grade 3/ Psychologist Grade 3
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028. Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists Enterprise Agreement 2021 -2025)
Position Reports to:	Operational: Manager Adult Rehabilitation Mental Health & Wellbeing Services; Team Leader EHOPS Professional: Director of Nursing OR Occupational Therapy / Social Work / Psychology Clinical Leads, Mental Health and Wellbeing Services

Essential:

As a Registered Nurse:

- A current annual Registration in Division 1 issued by the Australian Health Practitioner Regulation Agency (AHPRA).
- A minimum 24-months post graduate nursing experience in a mental health setting.
- Completion of or enrolment in a relevant post graduate mental health qualification.
- Demonstrated high level of ability to provide discipline specific and mental health assessment consultation and advice to consumers- carers and other team members ensuring medication, including depot preparations are delivered in a timely manner and are stored appropriately in line with the Nurses Act and Drugs and Poisons Act and EH practice guidelines.

As an Allied Health Clinician (as appropriate):

- Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency.
- Sound theoretical knowledge of occupational therapy assessment and treatments in mental health.
- 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.
- 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 Approved Area of Practice of Clinical Psychology.
- A minimum 12-months experience as a registered clinician (as relevant) in a mental health setting
- 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.

As a Registered Nurse or Allied Health Clinician:

- Compliance with the code of ethics and legal requirements of the profession

- An understanding of the role of a Mental Health Clinician in an intensive role and demonstrated ability to provide a range of recovery orientated services within a demanding work environment, to people with a mental illness.
- Demonstrated skills/ experience working with consumers with lived experience of mental illness including skills in assessment- crisis intervention- counseling- relapse prevention and recovery focused interventions.
- Proven ability in the case management of consumers who experience difficulty engaging with the service and an ability to work collaboratively with all consumers and carers.
- Demonstrated ability to independently assess, plan and implement treatment and management of consumers with a mental illness. Demonstrated clinical experience in the mental health field, with particular emphasis on recovery in the community.
- Demonstrated ability to work with people with dual diagnosis.
- Demonstrated understanding of trauma-informed, culturally safe and recovery-oriented practice when working with vulnerable and marginalised population
- Demonstrated ability to work collaboratively with homelessness, housing, welfare and community support services
- Demonstrated understanding of the relationship between mental illness, homelessness, housing instability, social disadvantage and recovery.
- Demonstrated experience engaging consumers who experience barriers accessing traditional clinic-based services through assertive outreach and flexible service delivery approaches
- Demonstrated knowledge of the Collaborative Recovery Model and contemporary recovery principles.
- Demonstrated commitment to and ability to practice utilising the Collaborative Recovery Model (CRM) 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 enthusiasm to actively contribute to the ongoing embedding of the Collaborative Recovery Model via active participation in the CRM Specialist role
- Demonstrated ability to liaise- collaborate and negotiate with other services and consumer and carer groups.
- Ability to liaise and consult with a broad range of health professionals, community agencies and organisations, and demonstrated ability to provide profession specific advice and consultation within EHOPS and to staff from external agencies.
- Demonstrated ability to work both independently and as part of a multidisciplinary team and to contribute to a positive team environment.
- Sound knowledge of the Victorian Mental Health and Wellbeing Act 2022 and other relevant legislation in addition to awareness of current area mental health procedures and practice requirements.
- Advanced theoretical knowledge of discipline specific assessment and treatments in mental health.
- Excellent interpersonal and communication skills (written and verbal) and proven ability to liaise, negotiate and communicate with staff- other service providers and the wider service system.
- Demonstrated ability to provide discipline specific advice to other team members.
- Demonstrated commitment to supervised practice and ongoing professional development.
- Demonstrated ability to supervise students and ability to provide professional supervision for more junior staff of their relevant profession.

Desirable:

- Previous experience in a supervisory or case management role.
- Knowledge of and experience working with the Collaborative Recovery Model.
- AMPS & ESI trained (Occupational Therapist).
- Training in Single Session Family Consultations (Social Worker).

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

EHOPS SPECIFIC INFORMATION

Organisational Context

Eastern Health provides a broad range of acute, sub-acute, aged and mental health services to approximately 800,000 people in the eastern suburbs of Melbourne. Eastern Health has approximately 6,500 staff and covers a geographical area of 2800 sq kms. Eastern Health is affiliated as a teaching health service with Deakin-Latrobe and Monash Universities.

Eastern Health's Mental Health Program provides Tier 3 mental health care for all ages in the Eastern Metropolitan Region of Melbourne. Fundamental to our service delivery are the principles of recovery oriented mental health practice.

Our services cover the continuum of care and include both inpatient and outreach services in the following divisions:

- Child and Youth Mental Health Services (CYMHS)
- Adult Mental Health Services (AMHS)
- Aged Person Mental Health Program (APMH)
- Research and academic programs

The Mental Health Program works in partnership with State-wide Services which include the following divisions:

- Alcohol and Drug Service
- SPECTRUM (state wide service for people with a personality disorder)
- Dual Diagnosis

LOCAL WORK ENVIRONMENT (as relevant)

Eastern Health Homeless Outreach Psychiatric Service (EHOPS) provides specialised, recovery-oriented mental health assessment, treatment, intensive case management and assertive outreach support to people experiencing severe mental ill health who are homeless, at risk of homelessness, experiencing housing instability, rough sleeping, or who experience significant barriers accessing clinic-based mental health services. Consumers are typically between the ages of 16 and 64 years.

EHOPS staff focus on working collaboratively with consumers and carers to promote self-determination and enable progress towards reaching personal recovery goals and an increased level of community participation through:

- providing high quality assessment, intensive case management services and assertive outreach support utilising a recovery-oriented model of care;
- supporting consumers to access and maintain safe and stable housing;
- working collaboratively with housing, homelessness, health and community support services to improve consumer outcomes; and
- promoting recovery, independence, social inclusion and community participation.

EHOPS provides services across the Eastern Metropolitan Region and operates a seven-day rotating roster service. The service works closely with homelessness services, housing providers, primary care and community support agencies to ensure coordinated and integrated care delivery for consumers with complex mental health and psychosocial needs

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
• Patient history • Patient assessment • Perform and deliver care • Monitor & Evaluate Care	• Planning for the Future • Safety and Quality • Recruitment & Retention	• Education of patients & families, relationship building • Own professional education • Professional education of others	• Knowledge of research evidence relevant to area of practice • Involvement and dissemination of research	• Professional conduct • Accountability