

# Eastern Health

## POSITION DESCRIPTION

|                                |                                                                                                                                                                                             |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title:</b>         | Case Manager – Mental Health                                                                                                                                                                |
| <b>Award Classification:</b>   | Registered Nurse Grade 3<br>Occupational Therapist Grade 3<br>Social Worker Grade 3<br>Psychologist Grade 3                                                                                 |
| <b>Award / Agreement Name:</b> | Victorian Public Mental Health Services Enterprise Agreement 2024 - 2028<br>Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement 2021-2025 |
| <b>Position Reports to:</b>    | Operationally – Service Manager, Continuing Care Team through Team Leader<br>Professionally – Clinical Lead for OT/SW/Psychology 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 Clinician 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 Clinician 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.

The Clinician will also be responsible for supervising discipline staff, participating in clinical education of undergraduate students and novice workforce, research and quality activities.

This position may be required to work across other areas of the adult Mental Health & Wellbeing Program as directed by Managers/Associate Program Director.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

- Provide recovery orientated clinical 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 through the lens of the Collaborative Recovery Model
- Support consumers and their family/ carer'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.
- Work collaboratively with consumers and other people within the person's system of support to undertake mental state, risk assessments, goal development and recovery plans and communicate this information with the multidisciplinary team and the person's support system, in accord with Eastern Health practice standards, policy, guidelines and legislation.
- Ensure delivery of clinical interventions are evidence-based and consistent with Standards, Policy, and Clinical Practice Guidelines prescribed by the Organisation.
- Collaboratively engage with the multidisciplinary team to enable access to discipline specific assessment, treatment, and consultation with consumers, carers and other team members.
- Be accountable for reporting outcomes of case management, treatment and other therapeutic interventions to the treating team, Consultant Psychiatrist, Team Leader or delegate.
- Demonstrate 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

- Collaborate with consumers and other agencies to provide timely and accurate information sharing between all parties, in accord with relevant legalisation.
- Collaborate with consumers to achieve their goals through service coordination which may include Alcohol and other Drug (AOD) services, housing support, NSIS supports and primary health and other community support services.
- Work collaboratively with the broader multidisciplinary team to ensure the efficient, effective and responsive operation of the allocated work Unit, in line with the Eastern Health and The Mental Health & Wellbeing Program's strategic direction.
- Act in accord with Eastern Health Practice Guidelines and Staff Handbook and Code of Conduct. Reports personal / other non-compliance to the Team Leader, Service Manager, Consultant Psychiatrist or delegate
- Ensures that all administrative functions are completed within the mandates of the position, and direction of the Team Leader or delegate.
- Actively contribute to the review of workload allocation and participate in clinical review meetings that guide implementation and evaluation of consumer treatment goals.
- Develop knowledge of local resources and services in order to: make appropriate referrals; provide advocacy; and initiate service development activities that will proactively enhance consumer access to community services.
- Within scope of relevant experience, the clinician will act as a role model and provide clinical leadership, supervision, mentoring, on the job training, support and guidance to new and less experienced staff.
- Contribute to training and provide preceptorship to students and other workforce development activities.
- Comply with data collection and reporting requirements along with administrative procedures as required including use of outcome measurement tools
- Contribute to sustaining a positive, welcoming, safe team environment that maximises the range of services available to consumers 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.
- Provide primary and secondary consultation from your discipline perspective for consumers case managed by other team members within the multidisciplinary team.
- Provide primary and secondary consultation to other service providers, as delegated by leadership.
- Participate in the development of appropriate structures, policies and procedures for rational resource allocation and safe practice in line with government policy, legislation, and Eastern Health Mental Health Program frameworks.
- Demonstrate qualities expected of clinicians including a positive attitude to the role and responsibilities, acting in accord with the organisation's values including promoting a positive, welcoming, supportive, respectful and inclusive culture towards all people (other staff, leaders, students, consumer, carers and other service providers).

- Participate in the leadership and development of your profession within Eastern Health Mental Health & Wellbeing Program in conjunction with the relevant professional clinical leaders.
- Take responsibility in managing your own learning needs consistent with your personal development plan. Maintaining own knowledge of evidence based practice and update own knowledge and skills accordingly
- Complies with mandatory and other identified training requirements specified by professional body and Eastern Health and maintains accurate documentation of evidence of this training and professional development undertaken.
- Actively participate in professional development activities that include: clinical supervision; attendance at workshops and seminars; as well as maintaining an up-to-date knowledge of contemporary recovery interventions in mental health
- Exhibits a working knowledge of the relevant Accreditation Standards adhering to organisational standards and practice guidelines relative to the mandates of the National Safety and Quality Health Service (NSQHS) Standards
- 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 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

## 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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#### Essential

#### All disciplines

- Demonstrated knowledge and ability in the delivery and evaluation of a range of high quality nursing/ occupational therapy/psychology/social work assessments and treatments 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
- Compliance with code of ethics, practice standards and legal requirements of the respective profession
- Demonstrated commitment to receipt of professional supervision and ongoing professional development
- Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, Nursing Midwifery Board of Australia, AHPRA, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.
- Victorian and National Legislation governing area of practice (e.g. Mental Health & Wellbeing Act 2022)
- 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.

- Demonstrated ability of good communication skills, written and verbal, with demonstrated high level of inter personal skills with consumers, their families and all health care professionals.
- Demonstrated ability to work autonomously with excellent organizational and prioritization skills
- Computer literacy with common Microsoft platforms and patient management systems and embracing of health technologies and informatics.
- A current drivers licence

### **Essential -discipline specific**

#### **Nursing**

- Registration with AHPRA as a registered nurse and appropriate qualifications in Mental Health Nursing and
- Employee hold a post graduate diploma in psychiatric/mental health nursing, or currently working towards same.
- Minimum of 2 years varied experience in mental health nursing in a range of settings preferably including the community
- Demonstrated ability to provide specialist nursing assessments and interventions for consumers individually, in groups and/or in a case management model
- Eastern Health Nursing and Midwifery Domains of Practice (2014) (For Nursing)

#### **Occupational Therapy**

- Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency
- A minimum 12 months experience as a registered occupational therapist.
- Sound theoretical knowledge of comprehensive range of occupational therapy assessment and interventions for people with serious mental illness and complex needs, and their carers.
- Understanding of evidenced based practice and models of occupational therapy (including the Model of Human Occupation) and their application in clinical practice.
- Knowledge of sensory modulation theory and intervention.
- Demonstrated commitment to bringing an occupational therapy perspective to the multi-disciplinary team.

#### **Social Work**

- 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
- a minimum 12 months experience as a registered occupational therapist or qualified social worker.
- Demonstrated skills in undertaking comprehensive psycho-social assessments, genograms and ecomaps, for people with significant mental health challenges who are impacted by significant contextual vulnerabilities and complexity (including family violence, homelessness, and financial stress).

- Demonstrated skills in implementing evidence-based interventions that may be systemic and also therapeutic, and integrating a range of social work theories within work practices.
- Demonstrated skills in practice which is trauma-informed, family-centred, and strength-based.
- Experience in Single Session Family Consultations or interest in undertaking this training

### **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 eligibility to work towards endorsement in Approved Area of Practice of Clinical Psychology.

### **Desirable**

- Additional relevant qualifications or progression towards these, with a commitment towards their completion
- Experience working within the Collaborative Recovery Model
- Knowledge of a common community language other than English

### **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](mailto:Aboriginal.Workforce@easternhealth.org.au)