


Position Description

Position	Clinical Intake and Community Engagement Clinician*	 <p>phn EASTERN MELBOURNE An Australian Government Initiative</p>
Business Area	Primary Care Services	
Reports to	Manager Mental Health Intake	
Location	Croydon TBC	
Direct Reports	Nil	
Version and Date	Version 2 – May 2016	

The Eastern Melbourne PHN (EMPHN) Board have endorsed the following principles which will guide the development and implementation of its business model.

EMPHN will:

- Build and use evidence to underpin innovation in models of care and reform in the health system which promote optimum health outcomes for the population.
- Ensure equitable access to the communities within the catchment.
- Strengthen primary care and facilitate coordination and integration between professional groups, care providers, education providers (specifically the tertiary sector and universities) and researchers across the system.
- Engage communities and patients in the design and evaluation of services.
- Develop effective partnerships to reduce duplication and maximise expertise.

Our Values:

Leadership We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in improving health care.

Understanding We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.

Collaboration We enable those who touch the system to design the system through sharing knowledge, evidence, experience and expertise. We work together across teams for shared outcomes.

Outcomes We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste.

Role Context

The Clinical Intake and Community Engagement Clinician is an integral role in the effective and timely care of people in the community with a range of mental health issues and complex needs. This role will also be responsible for the further triage and assessment of the more complex needs or referrals to ensure the client is allocated to the most appropriate mental health services to best support their needs.

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Core Competencies/Key Selection Criteria

Mandatory

- Must hold current Australian Health Practitioner Regulation Agency (AHPRA) registration as either:
 1. a psychologist;
 2. a nurse with AHPRA, Nursing & Midwifery board of Australia; or as
 3. an accredited mental health social worker with the Australian Association of Social Workers (AASW).
 4. an Occupational therapist who is registered with the Occupational Therapy Board of Australia, with a minimum of 4 years post graduate experience in a clinical mental health setting.
- Have a minimum of three years community mental health experience, or other relevant experience in a similar role.
- The ability to successfully engage with and assess people from diverse backgrounds, including those from high-risk groups, in particular those presenting with challenging and complex mental health disorders including Aboriginal and Torres Strait Islander, homeless or same sex attracted communities, and across all age groups.
- Ability to liaise with referrers and service providers, and represent the organization in a professional manner in order to engage and support clients, particularly those from marginalized groups, or those who may be harder to engage.
- Competency in risk assessments, crisis intervention and an understanding of the complex systems of private and public mental health systems.
- Understanding of evidence-based interventions for MH conditions and capacity to support consumers to access the appropriate care for their presenting issues.
- Ability to work independently combined with flexibility in working within teams and adaptability to a changing environment.
- Ability to communicate effectively with a wide range of stakeholders in a variety of forums.
- Ability to learn or use IT software and knowledge of common medical practice programs utilised by the EMPHN programs.
- Excellent written and verbal communication, with strong computer skills

Personal Attributes

- A solution-focused approach, being flexible and responsive to the needs of our clients, colleagues and external stakeholders.
- Resourcefulness and an ability to operate in the non-government sector environment.
- Drive to achieve.
- Can do attitude.
- Flexibility and an ability to think laterally.
- Ability to be self-driven and motivated.

Key Responsibilities

- Use strong assessment skills to inform the subsequent allocation of the client to the most clinically appropriate commissioning service or facilitate a referral to another external service under the 'No Wrong

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Door' philosophy in collaboration with other service system stakeholders. These may include Crisis Assessment Teams, Accident and Emergency Departments of hospitals, GP's, Support Facilitators and Mental Health Nurses and other community based clinicians, and organisations

- Provide clinical expertise to more complex referrals.
- Ensure that clients receive a seamless and timely allocation to care
- Service development and capacity building with stakeholders regarding EMPHN Mental Health Commissioned services and the role of EMPHN Intake.
- To provide education about mental health issues to GPs, clients, families and significant others of clients.
- Outreach, face to face and phone based liaison as required.
- Support and implement triage/intake protocols and processes.
- Participate in audits of clinical sites utilised by commissioned services.
- Contribute to team functioning, and work as an active member in a team environment including attend and actively participate in team meetings and to work closely in collaboration with the Intake Officers.
- Be responsible for meeting minimum targets as set out by the Manager.
- To complete administrative documentation and data entry relating to clinical work in a timely manner.
- To participate in professional and performance development programs as required.
- To attend supervision as required.
- Any other duties as requested by the senior clinician or the Intake Manager

Expectations of All Staff

All staff within the EMPHN are expected to:

- Comply with all of EMPHN's policies and procedures.
- Comply with all occupational health and safety legislation and regulations.
- Comply with all other Commonwealth and State legislation relevant to the organisation.
- Work in a collaborative fashion with GPs, practice staff and stakeholders.
- Uphold and enhance the reputation of EMPHN.
- Maintain the highest level of integrity in the conduct of the EMPHN business.
- Maintain strict confidentiality while employed by EMPHN, and at all times thereafter, as to the organisation's membership list, data, operating procedures, and financial information.

*TBC