

## Position Description

<b>Position Title:</b>	MH & AoD Clinician/Practitioner
<b>Reports to</b>	Mental Health & AOD Manager (Referral and Access)
<b>Unit</b>	Program Delivery & Service Enhancement

### About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our organisational values underpin the work we do.



### Purpose of Position

The MH & AoD Clinician/Practitioner is a dynamic and integral role within the Referral and Access team to ensure effective and timely care of people in the community with a range of mental health, drug and alcohol and other complex needs. This role is responsible for supporting consumers, carers, GP's and stakeholders within the EMPHN catchment to navigate the complex and changing landscape of services within the primary care sector. To further support sector navigation for professionals and the community, this role provides community promotion and awareness building of current service systems and linkages. The MH & AoD Clinician/Practitioner will also play a key role within wider Mental Health and AoD directorate through portfolio work supporting commissioned initiatives.

### Key Relationships and Stakeholders

Internal	External
<ul style="list-style-type: none"> <li>• Internal EMPHN staff</li> </ul>	<ul style="list-style-type: none"> <li>• Consumers/ families and carers within the EMPHN catchment</li> <li>• General Practitioners and Psychiatrists within the EMPHN catchment</li> <li>• Organisations commissioned by EMPHN to deliver mental health services, and their employees</li> <li>• Tertiary Health Services</li> <li>• Other stakeholders and organisations located within the EMPHN catchment and surrounding suburbs</li> </ul>

## Key Accountabilities

### Clinical activities

- Strong assessment skills to inform the subsequent allocation of the client to the most clinically appropriate commissioned service, or facilitate a referral to another external service under the 'No Wrong Door' philosophy. This involves collaboration with other stakeholder including EMPHN commissioned services deliver (ie Mental Health Stepped Care and Psychosocial support services), in addition to broader services such as Crisis & Assessment Teams, Accident and Emergency Departments, GP's, and other community based health professionals, and organisations
- With support of the Clinical Seniors, provide assessment and expertise to more complex referrals.
- Support and implement triage/intake protocols and processes.
- To complete administrative documentation and data entry relating to clinical work in a timely manner.

### Stakeholder & Relationship Management

- Responsibility for leadership in supporting stakeholders to navigate a new and changing mental health and AoD landscape within the primary care sector. This will involve high-level stakeholder and relationship management skills, and outstanding communication skills, both verbal and written to a wide range of stakeholders and consumers/ carers and their families.
- Service development and capacity building with stakeholders regarding EMPHN Mental Health Commissioned services, broader primary health service navigation and the role of EMPHN Referral and Access Team.
- Ensure that clients receive seamless and timely allocation to care
- Promote a positive image the organisation and actively promote and positively contribute to the identity and reputation of EMPHN.

### Communication & Interpersonal

- Telephone, face to face and outreach liaison as required.
- To provide education about mental health issues to GPs, health professions, other community members clients, families and significant others of clients.

### Analytical – Health Informatics

- Gain an understanding of how health data is used to identify patterns in population need, any identified gaps in current mental health services, and the processes underpinning commissioning of new services to meet this identified need.

### Business improvement & Innovation

- Be responsible for meeting minimum targets as set out by the Manager.
- To participate in professional and performance development programs as required.
- To attend supervision as required.
- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Any other duties as requested by the Senior Clinician or the Mental Health & AOD Manager.

### Team

- Willingness to work collaboratively across the Program Delivery & Service Enhancement Unit.

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- Hold a portfolio of work of particular interest, and be willing to share information and updates internally, and with the broader community.
- Participate in regular team meetings and other organisational and stakeholder meetings as required.
- 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 contract managers and Program Officers within the Directorate.

### Organisational

- Model a proactive, practical and positive approach to health, safety, wellbeing and environment.
- Enhance EMPHN's culture through modelling standards of behaviour consistent with EMPHN's values and enable a culture of high performance.
- Ensure EMPHN's work and services embrace safety, equity, diversity and inclusion.
- Actively participate, engage and comply with all EMPHN's policies and procedures

### Qualifications

- Relevant qualifications within a Health Profession, including but not limited to Social Work, Psychology, Nursing, Health Promotion, Public Health, Sociology, Occupational Therapy.
- National and/or state registration in the relevant discipline (where applicable).
- Eligibility for membership of relevant discipline professional body (where applicable).

### Knowledge, Skills & Experience

- Significant community Mental Health or Drug and Alcohol (AoD) sector experience, or other relevant experience in a similar role.
- In depth knowledge of Mental Health Services and supports available in the EMPHN catchment and surrounding suburbs.
- 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 CALD, Aboriginal and Torres Strait Islander, homelessness, LGBTIQ+ communities, and across all age groups.
- Ability to liaise with referrers and service providers, and represent the organisation in a professional manner in order to engage and support clients 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 Mental Health and AoD presentations and capacity to support consumers to access the appropriate care for their presenting issues.
- Experience working within a multidisciplinary team, across various managers to support directorate deliverables and service delivery.
- Ability to work independently combined with flexibility in working within multidisciplinary teams and adaptability to a changing environment.
- Ability to communicate effectively with a wide range of stakeholders in a variety of forums, including public presentations and forums
- Demonstrated technology skills, with an ability to learn new software/EMPHN programs.
- An understanding of data monitoring and reporting, particularly in relation to quality, safety and risk.
- Excellent written and verbal communication, with strong computer skills

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## 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.
- Demonstrate confidence in presentations to mixed audiences and ability to manage events as part of the team.
- Openness to seek support from peers and seniors as required.
- “Can do” attitude.
- Flexibility and an ability to think laterally.
- Ability to be self-driven and motivated.