

Position Description

| | |
|------------------------|---|
| Position Title: | Mental Health Clinician/ Practitioner |
| Reports to | Mental Health & AOD Manager |
| Directorate: | Mental Health & AOD, Program Delivery & Service Enhancement |
| Business Unit | Referral and Access |

| | | | |
|--------------------------|-----------------|--------------|-----------|
| Approved by: | Larissa Seymour | Date: | 1/09/2020 |
| Next Review Date: | 1/09/2021 | | |

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 three organisational values will underpin all work undertaken by EMPHN and our employees.



| | |
|-------------------------|--|
| Integrity | We speak the truth and operate with trust, respect, inclusion and professionalism |
| Working together | We foster partnerships by being inclusive and interacting as one team to achieve shared outcomes |
| Courage | We are agile, flexible and innovative in leading transformational change, and achieving our vision and mission |

Purpose of Position

The Mental Health Clinician/Practitioner 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 be 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. This role will also be responsible for triaging and assessing the more high risk and complex referrals for consumers to ensure that consumers are allocated to the most appropriate service to best support their presenting needs.

This role is being incorporated into EMPHNs Referral & Access Team utilising funding from the Department of Health's new Service navigation function, which is a 12 month position. The purpose of this role is to provide people with severe mental illness, together with their family and carers, with information and referral to appropriate services that are locally available within EMPHNs catchment. The role is key in identifying service gaps and identifying innovative solutions to barriers to services access.

Working closely with the Mental Health & AOD Manager, the Mental Health Clinician/ Practitioner will also be responsible for providing support to the clinicians and mental health practitioners in the broader team. This includes assisting with navigation of more complex referrals, developing and refining policies and procedures. The clinician/ Practitioner will help support the setting up of new processes and supporting the development and implementation of policy.

Position Description

This role will work with other PHNs, and have links to the recently established community of practice to share information on strategies and innovations that are associated with improved consumer outcomes, and will work closely with the Department of Health's Psychosocial Support team, in collaboration with the MH & AOD Manager on the implementation of these new measures.

Key Relationships and Stakeholders

- Mental Health Clinicians and Practitioners within the Referral & Access Team.
- Consumers/ families and carers within the EMPHN catchment
- General Practitioners, not-for-profit organisations, private hospitals, allied health professionals within the EMPHN catchment
- Organisations commissioned by EMPHN to deliver mental health and AOD services, and their employees
- Phone based services, helplines, and other Victorian based Primary Health Networks
- The Department of Health Psychosocial Support team
- Tertiary Health Services and private hospital networks
- Networks including EMHSCA, NEMHSCA and Psychosocial Interface, and other appropriate alliances
- State and federal organisations such as DHHS and NDIA, and their key representatives.
- Other stakeholders and organisations located within the EMPHN catchment and surrounding suburbs.

Accountabilities

- Responsibility for supporting stakeholders to navigate a new and changing mental health landscape within the primary care sector.
- Develop strong and productive stakeholder relationships to support the navigation function of the role
- To effectively communicate (in person or in writing) the needs of a wide range of consumers and carers to stakeholders.
- Provide in depth knowledge of mental health services and supports available in the EMPHN catchment and surrounding suburbs to support the navigation function
- Utilise strong assessment skills to inform the subsequent allocation of the consumer to the most clinically appropriate service, or facilitate a referral to another external service under the 'No Wrong Door' philosophy. These services may be commissioned by EMPHN, or from the broader MH & AOD sector
- Provide clinical assessment, including clinical and other risk assessment, and expertise to more complex referrals.
- Ensure that clients receive seamless and timely allocation to care.
- Service development and capacity building with stakeholders regarding EMPHN Mental Health Commissioned services and the role of EMPHN Referral and Access Team.
- To provide education about mental health issues to consumers, families, friends, and community.
- Support and implement referral and access protocols and processes.
- Be responsible for meeting minimum targets as set out by the Manager.
- To complete administrative documentation and data entry relating to work undertaken and case notes in a timely manner.
- To participate in professional and performance development programs as required.
- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps
- To attend supervision as required.
- 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.
- Escalate more complex or higher risk situations, notable themes and trends to the Mental Health and AOD Manager as required.
- Any other duties as requested by the Mental Health & AOD Manager.
- This role will be predominantly phone based and include online/ face to face engagement with the sector.

Position Description

Team

- Contribute to team functioning, and work as an active member including attend and actively participate in meetings and to work closely in collaboration with other team members.
- Provide input and suggestions to the Mental Health & AOD Manager on the continuous improvement within the team.
- Participate in regular team meetings and other organisational and stakeholder meetings as required.
- Work collaboratively across the Mental Health and AOD Directorate as required

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures.
- Work in a manner which upholds EMPHN Values of *integrity, working together* and *courage*
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications

- A current qualification as a Mental Health Professional (Social Work, Psychology, Nursing, and/or Occupational Therapy or other like professional qualification).
- National (e.g. AHPRA) and/or state registration in the relevant discipline (where applicable).
- Eligibility for membership of relevant discipline professional body.

Knowledge, Skills & Experience

- Have a minimum of five 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.
- Demonstrated stakeholder and relationship management skills, and outstanding communication skills, both verbal and written to a wide range of stakeholders and consumers
- Ability to liaise with referrers and service providers, and represent the organisation in a professional manner in order to engage and support clients, particularly those from marginalised groups, or those who may be harder to engage.
- Demonstrated capacity to mediate difficult interpersonal situations including supporting consumers in distress, referrers under pressure and clinical teams experiencing change.
- Expert competency in risk assessments, crisis intervention and an understanding of the complex systems of private and public mental health systems.
- Expert competency in mental health assessment and triage.
- Understanding of evidence-based interventions for mental health conditions and capacity to support consumers to access the appropriate care for their presenting issues.

Position Description

- Ability to work independently combined with flexibility in working within teams and adaptability to a changing environment
- Project management experience
- Process identification and design skills
- Ability to communicate effectively with a wide range of stakeholders in a variety of forums, including public speaking and presentations.
- Ability to use IT software and knowledge of common medical practice programs utilised by the EMPHN programs.
- Excellent written and verbal communication, with strong computer skills
- Mental Health accreditation by associated professional body (eg ACMHN, AASW) (desirable).

Desirable

- Previous experience in a similar senior role.

Personal Attributes

- A solution-focused approach, being flexible and responsive to the needs of our clients, colleagues and external stakeholders.
- Personable team player which fosters positive team dynamics and morale within a team, particularly at times of stress and change.
- Leadership skills.
- Resourcefulness and an ability to operate in the non-government sector environment.
- 'Can do' attitude.
- Ability to problem solve.
- Flexibility and an ability to think laterally.
- Self-driven, and motivated.
- Strong team player ethos.