

## Position Description

<b>Position Title:</b>	Mental Health Clinician		
<b>Reports to</b>	Mental Health Manager (Referral and Access)		
<b>Directorate:</b>	Mental Health & AOD		
<b>Business Unit</b>	Referral and Access		
<b>Number of Direct Reports</b>	0	<b>Budget Responsibilities</b>	0
<b>EMPHN Classification</b>	Band 3		

<b>Approved by:</b>	Rachel Pritchard	<b>Date:</b>	1/10/2018
<b>Next Review Date:</b>			

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



<b>Leadership</b>	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
<b>Understanding</b>	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
<b>Outcomes</b>	<i>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</i>
<b>Collaboration</b>	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

### Purpose of Position

The Mental Health 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 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 mental health service to best support their presenting needs.

### Key Relationships and Stakeholders

- Consumers/ families and carers within the EMPHN catchment
- General Practitioners and Psychiatrists within the EMPHN catchment
- Organisations commissioned by EMPHN to deliver mental health services, and their employees
- Tertiary Health Services
- Other stakeholders and organisations located within the EMPHN catchment and surrounding suburbs

## Accountabilities

- Responsibility for leadership in supporting stakeholders to navigate a new and changing mental health 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.
- In depth knowledge of Mental Health Services and supports available in the EMPHN catchment and surrounding suburbs.
- 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 Door' philosophy. This will involve collaboration with other service system stakeholders, such as organisations commissioned to deliver Mental Health Stepped Care, Crisis & Assessment Teams, Accident and Emergency Departments, GP's, Support Facilitators and Mental Health Nurses and other community based clinicians, and organisations
- Provide clinical 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 hold responsibility for the Reporting, Quality and Safety portfolio including data monitoring and reporting
- 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.
- 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 Program Officers within the team.
- 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.
- 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.
- Willingness to work collaboratively across the Mental Health and AOD Directorate as required
- Any other duties as requested by the senior clinician or the Mental Health Manager- (Referral & Access Team)

## Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organisational and stakeholder meetings 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 **Leadership, Collaboration, Outcomes** and **Understanding**.
- 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/ Registration

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

## Knowledge, Skills & Experience

- Mental Health accreditation by associated professional body (eg ACMHN, AASW) (desirable)
- Minimum of three years community mental health experience, or other relevant experience in a similar role (desirable)
- 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 LGBTI 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, 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 mental health 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.
- Experience in data monitoring and reporting, particularly in relation to quality, safety and risk.
- 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