

Position Description

Position Title:	Project Officer, Psychosocial Transition		
Reports to	Mental Health & AOD Manager		
Directorate:	Mental Health & AOD		
Business Unit	Mental Health & AOD		
Number of Direct Reports	0	Budget Responsibilities	Nil.
EMPHN Classification	Band 3		

Approved by:	Emma Newton	Date:	30/09/2019
Next Review Date:	28/03/2020		

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.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<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>
Collaboration	<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 role of the Program Officer, Psychosocial Transition is to work with community mental health providers, and other key stakeholders, to support transition of Partners in Recovery (PIR), Personal Helpers and Mentors Scheme (PHaMs) and Day to Day Living (D2DL) program consumers to EMPHN's Psychosocial Support Service (PSS) or the National Disability Insurance Scheme (NDIS), and ensure there are no gaps in service delivery for these clients. Activities in this role will also include projects supporting community access to the NDIS or PSS, especially for hard to reach groups; providing information and advice to all stakeholders on the psychosocial supports and programs available; and developing referral pathways for clinicians, community mental health providers and state government funded clinical mental health services to enable people within the community to access PHN funded psychosocial supports. In partnership with MH & AOD Manager and other key EMPHN staff, this role will work collaboratively with community mental health providers to plan, design, implement and manage the Psychosocial Transition.

Key Relationships and Stakeholders

- Consumers, families/carers and the community within the EMPHN catchment
- PIR, PHaMs and D2DL providers

Position Description

- General Practitioners within the EMPHN catchment
- Organisation commissioned by EMPHN to deliver psychosocial support services, and their employees.
- Tertiary Health Services
- Other stakeholders and organisations located within the EMPHN catchment and surrounding suburbs
- Mental Health & AOD Directorate Staff, including Executive Director; Manager, System Redesign & Service Transition; Mental Health & AOD Managers
- EMPHN staff across the organisation

Accountabilities

Stakeholder & Relationship Management

- Support the planning, design and implementation of the Psychosocial Transition for PIR, PHaMs and D2DL consumers
- Contribute to the implementation of the Annual Work Plan for psychosocial support services, to deliver on the agreed outcomes for consumers with Mental Health, AOD and suicide prevention needs.
- Identify, engage and partner with internal and external stakeholders, including consumers and carers, including coordination of meetings and workshops/forums where necessary.
- Support the development of communication material and dissemination of information related to the Psychosocial Transition
- Apply change management principles to ensure a smooth transition for consumers and providers
- Work with EMPHN staff and stakeholders to promote and advocate for consumers experiencing mental health, AOD and suicide prevention issues across the catchment.

Improvement & Innovation

- Use co-design principles and stakeholder consultation when working with providers
- Consider and monitor scope, timelines, quality, risk and performance for the Psychosocial Transition
- Develop resources for a range of stakeholders for Psychosocial Transition
- Apply sound administrative skills and maintain all records to ensure all administrative aspects of the Psychosocial Transition are met.
- Track, document and communicate performance, deliverables and outcomes of initiatives within the Psychosocial Transition
- In partnership with MH & AOD Managers, prepare high quality reports and project briefs.
- Support monitoring of quality and safety of the Psychosocial Transition and proactively identify risks associated with the transition process
- Undertake or participate in other PHN duties as required and work with the MH and AOD Manager to ensure the PHN meets all required KPIs on time and within budget.
- Establish and maintain continuous improvement processes within allocated portfolios.

Procurement & Contract Management

- Support the management of contracts, including monitoring contract requirements and engaging with contracted providers.
- Provide support for stakeholders regarding EMPHN's client information management systems.
- Provide support for invoicing and payments.

Position Description

Team

- Work collaboratively across the Mental Health and AOD Directorate as required and complete other duties as requested.
- Be a flexible and resilient team member, working to support collaboration and integration within the workplace.
- 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.
- Identify and participate in opportunities to achieve integration of our work across the organisation.
- 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

- Relevant qualifications in health care or related field.
- Relevant tertiary qualifications in a mental health or community services related discipline.

Knowledge, Skills & Experience

Communication and Interpersonal Skills

- Well-developed interpersonal skills and an ability to form effective professional relationships and networks with a broad range of geographically dispersed stakeholders at all levels.
- Strong written and verbal communication skills and the ability to prepare quality reports and submissions
- Strong problem solving skills.
- Self-motivated with the ability to work independently and as part of a team to deliver portfolio and cross portfolio outcomes aligned to broader directorate goals.

Commissioning and Project Management

- An understanding of co-design principles and/or commissioning.
- Experience in data analysis and the ability to identify the key factors needed to enhance service delivery.
- Demonstrated experience in project management and administration.
- Experience using client information management systems.

Health Sector Knowledge

- Demonstrated experience in health/community services.
- Demonstrated understanding of psychosocial support sector, including knowledge of the PIR, PHaMs and D2DL programs

Position Description

- Demonstrated experience and understanding of the Victorian health system, mental health, AOD and/or suicide prevention system and/or current health policy challenges and reform directions.
- Demonstrated understanding of medical and psychosocial models of health and individual recovery principles.