

## Position Description

<b>Position Title:</b>	Senior Mental Health Clinician		
<b>Reports to</b>	Mental Health & AOD Manager		
<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>	Emma Newton	<b>Date:</b>	7/05/2018
<b>Next Review Date:</b>	7/05/2019		

### 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 Senior 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.

Working closely with the Mental Health & AOD Manager, the Senior Mental Health Clinician will also be responsible for managing the day-to-day work flow of the Referral and Access Team, including providing support and clinical leadership to the clinicians and broader team, assisting with navigation of more complex or 'flagged' referrals, supporting and orienting new staff, developing and refining policies and procedures, and assisting with delegation of tasks as required.

The Senior Mental Health Clinician may act in the role of the Mental Health & AOD Manager as required.

## 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, 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 GPs, clients, families and significant others of clients.
- Outreach, face to face and phone based liaison as required.
- Support and implement referral and access 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.
- Participate in audits of clinical sites utilised by commissioned services.
- Manage the day to day work flows within the team, including leading the coordination of the processing of referrals and clinical input as required.
- Arrange orientation for new members of the team.
- Escalate more complex or higher risk situations to the Mental Health and AOD Manager as required.
- Coach and mentor other members of the team, including clinicians and program officers.
- Provide input and suggestions to the Mental Health & AOD Manager on the continuous improvement within the team.
- Work collaboratively across the Mental Health and AOD Directorate as required.
- Any other duties as requested by the Mental Health & AOD Manager.

## Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

# Position Description

## 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

- A current qualification as a Mental Health Professional (Social Work, Psychology, Nursing, and/or Occupational Therapy).
- 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

- Mental Health accreditation by associated professional body (eg ACMHN, AASW) (desirable).
- 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.
- 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 ability to provide leadership and support to a team of clinicians and program officers operating in an environment of clinical and systemic pressure.
- Experience leading and mentoring team members.
- 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.
- 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 use IT software and knowledge of common medical practice programs utilised by the EMPHN programs.
- Excellent written and verbal communication, with strong computer skills.

# Position Description

## **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.
- Ability to foster 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.
- Drive to achieve.
- Can do attitude.
- Ability to problem solve.
- Flexibility and an ability to think laterally.
- Ability to be self-driven, and motivated.