

**Position Title:** Senior Clinician - Triage, Intake & Acute Response Team

**Campus:** Ballarat

**Directorate:** Grampians Area Mental Health & Wellbeing Service (GAMH&WS)

**Department:** Mental health

**Reporting to:**

**Direct Reports:** Team Leader – Access & Triage, Acute Response Team and Mental Health ED

### Appointment Terms/Conditions:

**Classification and Code:** Registered Nurse Grade 4(NP75-NP77), Social Worker Grade 3 (YB51-YB54), Occupational Therapist Grade 3 (YB24-YB27), Psychologist Grade 3 (Clinical, Forensic or Neuropsychology) (PL1-PL3).

**Enterprise Agreement:** Victorian Public Health Sector (Medical Scientists. Pharmacists & psychologists) Enterprise Agreement  
Public Sector Psychiatric Services Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

| <b>Collaboration</b>                                                                                                                | <b>Compassion</b>                                                       | <b>Accountability</b>                                                                                                                     | <b>Respect</b>                                                                          | <b>Innovation</b>                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <i>We are stronger together.</i>                                                                                                    | <i>We show that we care.</i>                                            | <i>We do what we say and say what we do.</i>                                                                                              | <i>We appreciate and value all people.</i>                                              | <i>We adapt and innovate to achieve best outcomes.</i>                                                               |
| Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible. | All people deserve to be treated with compassion, kindness and empathy. | Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments | Our actions and words reflect our commitment to a safe and fair health service for all. | Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement. |

## **POSITION PURPOSE**

Grampians Area Mental Health & Wellbeing Service – Triage, Intake & Acute Response Team execute a crucial function at the interface between the community and the mental health services. The service is accessible, intensive, comprehensive and responsive to the needs of the clients, their carers and families. The team is a 24-hour, 7 days a week service.

The Triage, Intake & Acute Response Team perform three core functions;

- Telephone Triage – the team completes comprehensive mental state and risk assessment of referrals into the service and assign a triage category in accordance with the State-wide Triage Scale Guidelines 2010 and refers onto the appropriate internal or external providers
- Mental Health ED – the team provides mental health assessments with in the Grampians Health Emergency Department and works cohesively with emergency services as part of the Mental Health and Police Response (MHaP Response).
- Acute Response Team - the team provides timely and holistic care to our consumer group presenting in crisis. This incorporates comprehensive assessment and delivers evidence-based treatment and onward referral to people 18-64 years of age in the Ballarat area, who are experiencing an acute mental health issue. The Acute Response Team is at the 'front end' of service delivery with the priority to help a person to remain in or return to their local community as quickly as possible. Interventions are tailored to individual consumer and family needs as well as circumstances

The team provides effective delivery of high-quality psychiatric services requires a high level of consultation and liaison between the component services of Grampians Health and with a wide range of community services and agencies

Clinicians are responsible for direct service delivery and are expected to work autonomously as well as collaboratively within GAMH&WS to ensure an effective, evidence-based, seamless and continuous service

This would entail working a designated roster, providing peer support where required and initiating and leading continuous quality improvement projects/activities.

In conjunction with the Team Leader, the Senior Mental Health Clinician's role will provide clinical leadership in developing clinical expertise within the team through mentoring, teaching, supervising and contributing to the organisation of the day to day operational functioning of the team.

## **KEY ACCOUNTABILITIES**

### **Team Specific:**

- Undertake comprehensive mental health assessments (including Alcohol and other Drugs) of persons referred for service that are acutely unwell or at risk of becoming so.
- Willingness to work within all three core service delivery areas of
  - Telephone Triage
  - Acute Response Team
  - Mental Health ED/(ECATT)
- Facilitate access to the most appropriate services consistent with the consumer's needs, wishes and goals after the initial contact
- Provide short term clinical treatment plans that target identified biological, psychological, and social needs of patients and their families and include targeted evidence-based treatment strategies consistent with Grampians Health Mental Health Service policies, procedures and discipline- specific standards.
- Nursing staff: Administer and monitor safe use of medications in accordance with Grampians Mental Health Service procedures and legislative requirements. Good knowledge of medication and side effects specific to consumers with a mental illness, use of side effect rating scales and physical co-morbidities associated with mental illness and prescribed medication.
- Ensure family, carers or significant others are engaged (where appropriate) in the assessment and treatment of a person
- Provide appropriate care, plan, support and timely discharge management within the community as required, or referral to appropriate community-based mental health services for those still needing acute mental health treatment

- Practice in accordance with recovery principles respecting the uniqueness of individuals, their choices and focusing on their personal strengths.
- Establish and maintain effective and appropriate interagency relationships where appropriate and/or as directed.
- Actively participate, as appropriate, in Grampians Health-MHS committees, working parties, focus groups and other relevant groups.
- Participate in relevant research projects as required.
- Work a roster appropriate to the services requirements.
- Proactive engagement in the pursuit and application of clinical supervision, both discipline- specific and generic.
- Develop and sustain positive internal and external relationships, including communication and consultation with all stakeholders
- Contribute to Grampians Health-MHS overall effectiveness through coordination, cooperation with, and support of, all Grampians Health - MHS functions
- Participate in the development, implementation and review of policies and procedures and planning within the service.

### **Senior Clinician Specific:**

- Proactive clinical leadership and participation in the clinical activities of a multidisciplinary clinical team.
- Expertise in the provision of evidence-based and best practice. A level of expertise commensurate with the role and years of experience.
- The facilitation of the clinical team meetings, coordination of the clinical case reviews, and daily operational coordination with appropriate delegation of responsibilities as needed
- Provide direct and indirect support for complex presentations within the team
- To provide specialist support through primary, secondary and tertiary consultation through identification of complex needs and prioritization of client /family/significant other needs and/or referral and treatment options.
- To actively influence the discipline-specific clinical expertise of a multidisciplinary team, consistent with organisational and industry wide policies and procedures.
- To undertake comprehensive mental health assessments, identifying and prioritising patient and family needs, demonstrating expert clinical judgement.
- Demonstrate leadership in establishing and maintaining effective and appropriate interagency professional relationships via education and consultation to enhance the development of the workforce and promote collaborative care planning with relevant agencies for clients.
- Engagement in the provision and receipt of discipline and operational specific supervision
- Monitoring, analysis and evaluation of team data. Ensuring CMI/ODS statistical data collection is per departmental guidelines and in accordance with continuous quality improvement.
- Provide relevant training and education to clinical staff as identified and required.
- Participation in organisational committees and other working groups.
- To participate in relevant research projects as required.
- Travel across the Grampians Area Mental Health Service may be required.
- Other duties as directed.
- Work a roster appropriate to the services requirement.
- Adherence to infection control policies and procedures as identified in the Ballarat Health Services Infection Control Manuals.
- Participation in the Grampians Health integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- You must ensure that the affairs of Ballarat Health Services, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Ballarat Health Services.
- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- Grampians Health is committed to a patient/client centred approach in the provision of health care and services, consistent with the Grampians Health values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Relevant professional qualification in a health-related discipline (nursing, social work, occupational therapy or psychology); current AHPRA registration where applicable.
- A valid Victorian Drivers License is essential.

### **Technical/Professional Knowledge and Skills**

- Experience required is relevant to the respective enterprise agreement.
- Appointment to RPN4 positions must have completed either a post graduate diploma in Psychiatric/Mental Health nursing or a specialist undergraduate psychiatric nursing program or a specialist post basic course of training which led to registration as a division 3 nurse. A substantial period of work experience (usually at least 5 years) to achieve expert knowledge.
- Occupational Therapist Grade 3 and Social Worker Grade 3 (usually at least 5 years of experience), possessing specific knowledge in the branch of the profession.
- Psychologist Grade 3 is a person who is registered as a Psychologist with the PBA with a minimum of five years professional experience as a Psychologist Grade 2 (or equivalent), complies with the code of ethics and legal requirements of the psychology profession.
- Recent clinical experience in a range of mental health settings including inpatient and community.
- 2 years' experience in at least one of the following three areas:
  - Psychiatric Telephone triage and service intake
  - Crisis Assessment Treatment Team
  - Mental Health ED (ECATT)
- Well-developed mental health and risk assessment skills.
- Preferred experience using state-wide CMI data base (client management interface)
- Comprehensive knowledge and/or clinical experience using the State-wide Mental Health Triage Scale
- A commitment to providing high levels of consumer-focused care and service.
- Comprehensive knowledge and understanding of:
  - Ethnic and culturally sensitive issues and practice
- Comprehensive knowledge and experience of community liaison and the development of community networks.
- Comprehensive knowledge of:
  - Trauma informed care.
  - Substance use and impact on mental health

### **Personal attributes**

- Demonstrates highly developed communication and interpersonal skills. The ability to develop and maintain effective working relationships with patients, families, significant others, colleagues and other service providers.
- Demonstrates an ability to provide leadership, including developing clinical expertise within the team through mentoring, training, teaching and supervision. Operates with a high level of individual integrity, responsibility and professionalism. Has the capacity to be a consistent and reliable role model within the team.

- Demonstrated awareness of relevant legislation, including but not limited to: Mental Health Act 2014 and Amendments, Guardianship and Administration Act, Privacy Act 2014, Because Mental Health Matters, Victorian Mental Health Reform Strategy 2009-2019 and policies governing practice standards, including the National Standards for Mental Health Services, and the National Practice Standards for the Mental Health Workforce (2013).
- Actively participates in own Performance Review program, participates as required in quality improvement activities; evidence of, and a commitment to ongoing professional development and achievement of professional goals.
- Ability to use relevant information technology, electronic recording systems and data management tools.

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.