

POSITION DESCRIPTION – Alfred Health

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| DATE REVISED: | 1 September 2020 |
| POSITION: | Clinical Lead |
| AWARD/AGREEMENT: | Victorian Mental Health Services Enterprise Agreement 2016-2020 OR Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement 2017 – 2021 |
| CLASSIFICATION TITLE: | Registered Psychiatric Nurse Grade 4, Psychologist / Social Worker / Occupational Therapist Grade 3 |
| DEPARTMENT/UNIT: | headspace Syndal |
| CLINICAL PROGRAM: | Mental & Addictions Health |
| DIVISION: | Operations & Access Team |
| REPORTS TO: | Centre Manager, headspace Syndal & Elsternwick |
| OPERATIONALLY ACCOUNTABLE: | Centre Manager, headspace Syndal & Elsternwick |
| PROFESSIONALLY ACCOUNTABLE: | Discipline Specific Senior – Child & Youth Program CYMHS/ headspace |

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

VALUES

Respect

We value and build on the beliefs, strengths and potential of young people, families and their community connections and treat young people as intrinsically valuable.

Partnership

Our service development, implementation and evaluation will, at every stage, be youth driven and family guided. We will work collaboratively with the community to develop a service, which enhances the existing services.

Empathy

We will focus on the humanity and importance of each young person and their family. We will maintain sensitivity to cultural diversity.

Excellence

The care we provide will be of the highest quality and will reflect a culture of innovation, evidenced based practice, reflection and continual learning.

Self Determination

Treatment we provide will be client directed with a focus on recovery and client determined goals, sensitive to the needs of young people.

Integrity

We strive for the highest degree of fairness, honesty and trust.

Accountability

We show pride, enthusiasm and dedication in everything that we do. We will respond and adapt to feedback.

POSITION SUMMARY

The Clinical Leader is a key leadership position within the headspace Monash Centre team and is committed to ensuring a high level of Clinical Governance within the Monash Centre. The Clinical Leader is primarily responsible for providing clinical leadership and direction to the Centre team, ensuring that day-to-day clinical work is carried out to effectively meet the needs of young people by providing oversight to the coordination and delivery of clinical services.

The incumbent will contribute to the development of evidence-based and innovative clinical services and will promote the delivery of mental health services that are of the highest quality. The Clinical Leader will provide clinical support and guidance to private mental health clinicians and provide clinician supervision to salaried clinical staff.

The incumbent will also be keenly engaged in clinical and caseload reviews and will actively manage referrals and demand for clinical services. This will also include ensuring young people have access to Psychiatric review and assessment with Psychiatrists and Registrars. Where required or during high demand the Clinical Lead will carry a caseload.

The Clinical Leader will be adept in leading a multidisciplinary team and an experienced and innovative professional with considerable knowledge and experience in mental health service delivery. They will work collaboratively with all clinicians located at the headspace Centre and will report to the Centre Manager. This position will also form and maintain working relationships with key agencies in the community to establish integrated care pathways for young people.

To find out more about **headspace** visit <http://headspace.org.au/>.

KEY RESPONSIBILITIES

Leadership and Management

- Co-ordinate the day to day functions of the Access service provided at **headspace** Monash to ensure young people are receiving mental health services in a timely manner
- Monitor and lead the ongoing delivery and improvement of a high standard of evidence-based care to clients, including appropriate clinical services across the mental health spectrum
- Provide clinical leadership, consultation and expertise to **headspace** clinicians and Private Practitioners in the delivery of specialist mental health care to young people and their families
- Develop, review and maintain clinical governance documents and processes
- Demonstrate and maintain personal competency in the performance of high quality clinical and technical skills through involvement in direct service delivery
- Contribute to the vision, strategic planning, and relevant policy development for the **headspace** Monash Centre and actively participate as a member of the management team
- Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the delivery of services at the **headspace** centre
- Ensure clinical staff are appropriately oriented and provided with adequate supervision, training and professional development. This may also involve the clinical supervision of tertiary students where applicable
- Ensure clinical review meetings occur regularly and that clinical documentation is completed appropriately
- Manage clinical resources and rosters in a flexible and efficient manner to effectively manage client loads and to ensure timely and responsive service delivery
- Liaise and work closely with Consortium members and external providers, to ensure the effective functioning of the **headspace** Centre

Quality and Safety

- Ensure compliance with relevant quality and safety professional and healthcare standards
- Identify clinical risk issues and areas for improved clinical outcomes

General

- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people
- Participate in relevant training and development activities as an effective team member
- Other duties consistent with the position where required and/or requested by management from time to time

SELECTION CRITERIA

Qualifications and Registrations

Essential

- Tertiary level qualifications in an allied health discipline including Social Work, Psychology (clinical, counselling, 4+2 or 5+1 pathway), Mental Health Nursing or Occupational Therapy.
- Current full registration with the Australian Health Practitioner Regulation Authority (AHPRA) or current full membership with the Australian Association of Social Workers (AASW).

Desirable

- Post graduate qualifications in an area related to youth mental health and / or leadership
- AHPRA approval to provide supervision to clinical placement students.

Experience

Essential

- Demonstrated experience and advanced level clinical skills in a range of mental health service settings
- Experience in complex clinical triage, assessment and referral
- Experience in service development and maintaining continuous quality improvement
- Demonstrated experience in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical review and performance management processes
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholder
- Advanced clinical skills in managing young people at risk, including suicide and violence risks

Desirable

- Experience in the not for profit/non-government sector
- Demonstrated experience in primary health care clinical services

Knowledge and Skills

Essential

- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines
- Highly developed verbal and written communication skills
- Exceptional interpersonal skills with the ability to work with a diverse range of people
- Advanced computer skills including word processing, spreadsheets, electronic recording systems and database applications

Desirable

- A broad understanding of the mental health service system in the state, and knowledge of relevant legislation.
- A broad understanding of the primary care health system in Australia
- A broad understanding of the challenges and experiences of young people in Australia, including specific community factors

Mental Health Workforce Capabilities & Priorities Include Awareness of:

1. RIGHTS, RESPONSIBILITIES, SAFETY AND PRIVACY

Mental health professionals uphold the rights of people affected by mental health problems and mental disorders, and those of their family members and/or carers, maintaining their privacy, dignity and confidentiality and actively promoting their safety.

2. CONSUMER AND CARER PARTICIPATION

Mental health professionals encourage and support the participation of consumers and carers in determining (or influencing) their individual treatment and care.

3. AWARENESS OF DIVERSITY

Mental health professionals practise in an appropriate manner through actively responding to the social, cultural, linguistic, and spiritual and gender diversity of consumers and carers, incorporating those differences in their practice.

4. MENTAL HEALTH PROBLEMS AND MENTAL DISORDERS

Mental health professionals are knowledgeable about mental health problems and mental disorders and the co-occurrence of more than one disease or disorder, and apply this knowledge in all aspects of their work.

5. PROMOTION AND PREVENTION

Mental health professionals promote the development of environments that optimise mental health and wellbeing among populations, individuals and families in order to prevent mental health problems and mental disorders.

6. EARLY DETECTION AND INTERVENTION

Mental health professionals encourage early detection and intervention.

7. ASSESSMENT, TREATMENT, RELAPSE PREVENTION AND SUPPORT

Mental health professionals provide or ensure that consumers have access to a high standard of evidenced-based assessment, treatment, rehabilitation and support services that prevent relapse and promote recovery.

8. INTEGRATION AND PARTNERSHIP

Mental health professionals promote the integration of components of the mental health service to enable access to appropriate and comprehensive services for consumers, family members and/or carers through mainstream health services.

9. SERVICE PLANNING, DEVELOPMENT AND MANAGEMENT

Mental health professionals develop and acquire skills to enable them to participate in the planning, development, implementation, evaluation and management of mental health services to ensure the delivery of coordinated, continuous and integrated care within the broad range of mainstream health and social services.

10. DOCUMENTATION AND INFORMATION SYSTEMS

Mental health professionals maintain a high standard of documentation and information systems on clinical interventions and service development, implementation and evaluation to ensure data collection meets clinical, monitoring and evaluation needs.

11. EVALUATION AND RESEARCH

Mental health professionals systematically monitor and evaluate their clinical practice, consistent with the National Standards for Mental Health Services and relevant professional standards to ensure the best possible outcomes for consumers, family members and/or carers.

12. ETHICAL PRACTICE AND PROFESSIONAL RESPONSIBILITIES

Mental health professionals adhere to local and professionally prescribed laws, codes of conduct and practice, and take responsibility for their own professional development and continuing education and training.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Commitment to child safety - Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.
- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position, you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

OTHER RELEVANT INFORMATION

- Working across **headspace** programs and teams will be actively encouraged. Staff may be required to work from any Alfred Health **headspace** site.
- Current Victorian Driver's License
- Australian working rights
- Satisfactory completion of a Police Check
- Satisfactory completion of Working with Children Check

This position description will be subject to periodic review

Approved By

Jane Laidlaw - Centre Manager Elsternwick & Monash

Date Approved

1st September 2020
