

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Clinician/Senior Case Manager
<b>Award Classification:</b>	Registered Nurse Grade 4 Occupational Therapist Grade 3 Social Worker Grade 3 Psychologist Grade 3
<b>Award / Agreement Name:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Position Reports to:</b>	Operational: Service Manager, Continuing Care Team through Team Leader Professional: Director of Nursing or OT/SW/Psychology Clinical Lead Clinical: Consultant Psychiatrist

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



## **1. POSITION PURPOSE**

The Senior Clinician will work in partnership with consumers, carers, families and other service providers in order to provide high quality discipline specific and mental health assessment and consultation services within a recovery oriented framework.

The Senior Clinician will work as part of a multidisciplinary team and is responsible for providing comprehensive assessment, intervention, therapy, care coordination and community linkages for consumers and their family/ carers referred via Eastern Health Mental Health & Wellbeing Program Triage service (Triage) and/or other services within the Eastern Health Mental Health & Wellbeing program for a time limited episode of care in accordance with established Eastern Health Mental Health & Wellbeing Program Standards, Practice Guidelines Model of Care. The position will take an active role in the ongoing implementation of the Recovery approach within the Continuing Care Team at Eastern Health.

The Senior Clinician will also be responsible for supervising discipline staff, participating in clinical education of undergraduate students and novice workforce, research and quality activities.

This position may be required to work across other areas of the adult Mental Health & Wellbeing Program as directed by Managers/Associate Program Director.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

- Provide recovery orientated clinical case management services to support the individual's recovery goals whilst working collaboratively with consumers, families, carers and relevant agencies in the development, implementation and review of Treatment/ Individual Recovery Plans through the lens of the Collaborative Recovery Model
- Support consumers and their family/ carer's understanding of care delivery and care planning through effective and timely communication with these individuals and their significant others, team members, and the public.
- Work collaboratively with consumers and other people within the person's system of support to undertake mental state, risk assessments, goal development and recovery plans and communicate this information with the multidisciplinary team and the person's support system, in accord with Eastern Health practice standards, policy, guidelines and legislation.
- Ensure delivery of clinical interventions are evidence-based and consistent with Standards, Policy, and Clinical Practice Guidelines prescribed by the Organisation.
- Collaboratively engage with the multidisciplinary team to enable access to discipline specific assessment, treatment, and consultation with consumers, carers and other team members.
- Be accountable for reporting outcomes of case management, treatment and other therapeutic interventions to the treating team, Consultant Psychiatrist, Team Leader or delegate.
- Demonstrate relevant family violence practice according to allocated responsibility level in the mental health program workforce mapping tool. This aligns with the Multi-Agency Risk assessment and Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVIS) and Child Information Sharing Scheme (CISS) legislative requirements and related Eastern Health guidelines
- Collaborate with consumers and other agencies to provide timely and accurate information sharing between all parties, in accord with relevant legislation.

- Collaborate with consumers to achieve their goals through service coordination which may include Alcohol and other Drug (AOD) services, housing support, NSIS supports and primary health and other community support services.
- Work collaboratively with the broader multidisciplinary team to ensure the efficient, effective and responsive operation of the allocated work Unit, in line with the Eastern Health and The Mental Health & Wellbeing Program's strategic direction.
- Act in accord with Eastern Health Practice Guidelines and Staff Handbook and Code of Conduct. Reports personal / other non-compliance to the Team Leader, Service Manager, Consultant Psychiatrist or delegate
- Ensures that all administrative functions are completed within the mandates of the position, and direction of the Team Leader or delegate.
- Actively contribute to the review of workload allocation and participate in clinical review meetings that guide implementation and evaluation of consumer treatment goals.
- As a senior clinician, provide assessment, care, and therapeutic recovery focused services for consumers with higher complexity of care needs.
- Develop knowledge of local resources and services in order to: make appropriate referrals; provide advocacy; and initiate service development activities that will proactively enhance consumer access to community services.
- As a senior clinician, act as a role model and provide clinical leadership, supervision, mentoring, on the job training, support and guidance to new and less experienced staff.
- Contribute to training and provide preceptorship to students and other workforce development activities.
- Comply with data collection and reporting requirements along with administrative procedures as required including use of outcome measurement tools
- Contribute to sustaining a positive, welcoming, safe team environment that maximises the range of services available to consumers through the multidisciplinary team
- Participate in service development, planning, and quality improvement activities, both on a team level and within the organization as a whole.
- As senior clinician, carry a portfolio for an area of practice or specialisation, as agreed with the Team Leader, to act a resource person in service delivery and for the broader team. Lead projects and improvement work relevant to that portfolio.
- Provide primary and secondary consultation from your discipline perspective for consumers case managed by other team members within the multidisciplinary team.
- Provide primary and secondary consultation to other service providers, as delegated by leadership.
- Participate in the development of appropriate structures, policies and procedures for rational resource allocation and safe practice in line with government policy, legislation, and Eastern Health Mental Health Program frameworks.
- To provide assistance to the team leader and service manager in the implementation of professional clinical practices and standards.

- To undertake higher duties for the team leader role, to cover planned and unplanned absences of the team leader, as delegated by the Service Manager
- Demonstrate leadership qualities expected of senior clinicians including a positive attitude to the role and responsibilities, acting in accord with the organisation's values including promoting a positive, welcoming, supportive, respectful and inclusive culture towards all people (other staff, leaders, students, consumer, carers and other service providers).
- Participate in the leadership and development of your profession within Eastern Health Mental Health & Wellbeing Program in conjunction with the relevant professional clinical leaders.
- Take responsibility in managing your own learning needs consistent with your personal development plan. Maintaining own knowledge of evidence based practice and update own knowledge and skills accordingly
- Complies with mandatory and other identified training requirements specified by professional body and Eastern Health and maintains accurate documentation of evidence of this training and professional development undertaken.
- Actively participate in professional development activities that include: clinical supervision; attendance at workshops and seminars; as well as maintaining an up-to-date knowledge of contemporary recovery interventions in mental health
- Exhibits a working knowledge of the relevant Accreditation Standards adhering to organisational standards and practice guidelines relative to the mandates of the National Safety and Quality Health Service (NSQHS) Standards
- Other duties as directed by the Team Leader or delegate for the efficient and effective running of the service.

### **3. SAFE PRACTICE AND ENVIRONMENT**

#### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

## 5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

## 6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## 7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## 8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

**10. ATTACHMENTS**

- Attachment 1 Key Selection Criteria
- Attachment 2 Eastern Health Nursing and Midwifery Domains of Practice (2014) (For Nursing)

**11. NOTE**

*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.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Manager

<p><b>INCUMBENT STATEMENT</b></p> <p>I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.</p> <p>Signed: _____</p> <p>Date: ___/___/___</p>
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## ATTACHMENT 1

### KEY SELECTION CRITERIA

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#### Essential – qualifications and experience

- Registration with AHPRA as a registered nurse and appropriate qualifications in Mental Health Nursing.
- Minimum of 5 years varied experience in mental health nursing in a range of settings including the community and post-graduate qualification relevant to mental health nursing or completion of specialist undergraduate mental health nursing program (or a specialist post basic course of training which lead to registration as a Division 3 nurse under the Nurses Board of Victoria).

or

- Registration as an Occupational Therapist with the Occupational Therapy Board of Australia, Australian Health Practitioners Registration Agency.
- Minimum 5 years experience as a registered occupational therapist

or

- Holds a degree qualification in Social Work that has been approved by the Australian Association of Social Workers for membership as a Social Worker. Maintains compliance with the AASW Continuing Professional Development Policy in order to meet the Eastern Health Allied Health credentialing standard.
- Minimum 5 years experience as a social worker

or

- Full registration or eligibility for full registration as a Psychologist by the Psychology Board of Australia (PBA).  
Hold a Masters or Doctoral coursework qualification in Clinical Psychology that has been approved by the Psychology Board of Australia. Registration endorsement or eligibility for endorsement in Approved Area of Practice of Clinical Psychology.  
Hold approved Supervisor status with AHPRA
- Minimum 5 years experience as a registered clinical psychologist

## Essential

### All disciplines

- Advanced theoretical knowledge of discipline specific assessment and treatments in mental health.
- Demonstrated high level of ability in the delivery and evaluation of a range of high quality services to consumers, families and carers within a mental health setting
- Demonstrated commitment to and ability to practice utilising the recovery approach in mental health treatment, therapy and support, with a focus on working collaboratively with consumers and carers to promote self-determination and enable progress towards reaching personal recovery goals.
- Demonstrated ability to provide leadership at a level consistent with the responsibilities of a senior clinician across domains as described in position responsibilities (clinical, supervision, teaching, training, team culture, service development and project work)
- Compliance with code of ethics, practice standards and legal requirements of the respective profession
- Demonstrated commitment to provision and receipt of professional supervision and ongoing professional development
- Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, Nursing Midwifery Board of Australia, AHPRA, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.
- Awareness and understanding of National Safety and Quality Health Service (NSQHS) Standards.
- Victorian and National Legislation governing area of practice (e.g. Mental Health Act 2014)
- High level communication, written and verbal, with demonstrated high level of inter personal skills with consumers, their families and all health care professionals.
- Commitment to ongoing professional development.
- Computer literacy with common Microsoft platforms and patient management systems and embracing of health technologies and informatics.
- Current Victorian drivers licence

### Nursing

- Eastern Health Nursing and Midwifery Domains of Practice (2014) (For Nursing)

### Occupational Therapy:

- Demonstrated ability to provide a comprehensive range of occupational therapy assessment and interventions for people with serious mental illness and complex needs, and their carers.
- Understanding of evidenced based practice and models of occupational therapy (including the Model of Human Occupation) and their application in clinical practice.
- Knowledge of sensory modulation theory and intervention.
- Demonstrated commitment to bringing an occupational therapy perspective to the multi-disciplinary team.

### Psychology

- Demonstrated ability to provide a comprehensive range of psychological assessments including diagnostic, cognitive and personality assessments for people with serious mental illness and complex needs.



- Demonstrated ability to provide evidence based therapeutic interventions for people with major mental health disorders.
- Comprehensive understanding of the theories of human behaviour and psychopathology and their application in clinical practice.

#### **Social Work**

- Demonstrated advanced skills in undertaking comprehensive psycho-social assessments, genograms and ecomaps, for people with significant mental health challenges who are impacted by significant contextual vulnerabilities and complexity (including family violence, homelessness, and financial stress).
- Demonstrated advanced skills in implementing evidence-based interventions that may be systemic and also therapeutic, and integrating a range of social work theories within work practices.
- Demonstrated advanced skills in practice which is trauma-informed, family-centred, and strength-based.

#### **Desirable**

- Knowledge of a common community language other than English

#### **Aboriginal & Torres Strait Islander Candidates**

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)

## ATTACHMENT 4 – NURSING & MIDWIFERY DOMAINS OF PRACTICE

The **Nursing Midwifery Domains of Practice** resource has been developed by the Eastern Health Nursing Midwifery Executive using the domains of nursing as identified by Ackerman et al. (1996) and the National Common Health Capability Resource (2013). Its aim is to support the individual clinician by promoting common behaviours and skills which comprise and represent the complex role of nursing and midwifery.

There are five domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives; comprehensive patient care, support of systems, education, research and professional leadership. (See summary at Table 2)

Recognising that the level of skills acquisition will be dependent on nurses and midwives' specific roles and experience, the domains have been referenced to the 'novice to expert' skills acquisition model first developed by Dreyfus(2) and adapted for nursing by Benner.(3)

Behaviours are specified at five different levels, and reflect an increasing degree of autonomy, complexity, awareness and activity being performed.

Table 1: Summary of Behaviour Levels

Novice	Advanced Beginner	Competent	Proficient	Expert
Works within a <b>known and stable context</b> , consulting when abnormalities arise <b>before taking action</b>	Works within a <b>known and stable context</b> , consulting when abnormalities arise	Acts <b>independently in routine</b> situations within scope, and responds to <b>known dilemmas</b>	Acts independently in <b>complex situations</b> within scope, and responds to <b>unknown dilemmas</b>	<b>Provide vision and direction</b> and shape and implement strategies and initiatives that <b>enable others</b> to perform as required

Levels do not equate to roles or hierarchy within the workforce. Instead, the levels reflect what level of behavioural skill is required to achieve the desired care goals or outcomes in a given situation. Levels should be treated as cumulative, meaning that behavioural indicators at subsequent levels in the scale should be read in conjunction with the behaviours specified at any lower level.

Some levels may serve as an aspirational standard in some instances, rather than accurately reflecting behaviours of current practice. Where a gap exists between current and future practice behavioural skill requirements, there should be aspiration to meet the standard specified to enhance or effectively meet individual and community health needs.

Table 2: Domains of Practice

Domains of Practice				
Direct comprehensive care	Support of systems	Education	Research	Professional leadership
<ul style="list-style-type: none"> <li>• Patient history</li> <li>• Patient assessment</li> <li>• Perform and deliver care</li> <li>• Monitor &amp; Evaluate Care</li> </ul>	<ul style="list-style-type: none"> <li>• Planning for the Future</li> <li>• Safety and Quality</li> <li>• Recruitment &amp; Retention</li> </ul>	<ul style="list-style-type: none"> <li>• Education of patients &amp; families, relationship building</li> <li>• Own professional education</li> <li>• Professional education of others</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of research evidence relevant to area of practice</li> <li>• Involvement and dissemination of research</li> </ul>	<ul style="list-style-type: none"> <li>• Professional conduct</li> <li>• Accountability</li> </ul>

