

Position Description

Position Title	Mental Health Lead Clinician
Position Number	Various
Division	Clinical Operations
Department	Mental Health ECATT Triage, PARC – Short Term Treatment Team (includes PACER)
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Registered Nurse Gr3, Social Worker Gr2, Occupational Therapist Gr2
Classification Code	NP81 – NP74, YC42 – YC45, YB20 – YB23
Reports to	Manager ETP
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Clinical Operations Division

The Clinical Operations Division encompasses acute and mental health services. We provide a wide range of general medical, surgical and speciality services including; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics and Mental Health Services.

Within a state-of-the-art hospital, the team provides high-quality services using the latest technologies. Our eleven operating theatres (including two endoscopy rooms), critical care, emergency and women's wards all have access to critical services lifts that link to the helipad allowing rapid transfer of patients both in and out of the health service.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

The ECAT/Triage/PARC/STT Team

The team is part of Bendigo Health's Mental Health Department

The Enhanced Crisis Assessment and Treatment (ECAT) service is based in the Emergency Department (ED) of the Bendigo Hospital and performs a prompt Psychiatric Assessment and coordination of treatment for persons presenting to ED with mental health concerns.

Bendigo Health's Regional Psychiatric Triage Service provides 24 hour, 7 day a week access to mental health services across the Loddon-Campaspe, Southern Mallee Region. Triage also serves as the single point of entry for Bendigo Health Mental Health Services.

From anywhere in Victoria, the Triage service allows members of the community to speak to a trained mental health practitioner and receive advice, assisted access to services and/or the arrangement of a psychiatric assessment when required for the cost of a local call (mobile calls excluded).

Prevention and Recovery Care (PARC) serves as a 'step up step down' program between inpatient units and the community, the adult PARC program provides a safe and supportive community based environment for persons 24 - 64 years. Consisting of 10 single room units, Bendigo Health's adult PARC program is run with the support of MIND Australia staff. With a recovery and prevention focus, the program assists those coping with mental illness to learn or relearn social and daily living skills. A maximum stay of 28 days applies and admission is via referral.

The Short Term Treatment Team (STTT) is a mental health multidisciplinary team who provide access to community based psychiatric assessment, support, and specialist treatment. The STTT is operational 7 days per week, and can be accessed through Regional Triage Service.

The Police, Ambulance, Clinician, Emergency Response (PACER) team is a Police Lead programme, with the capacity for emergency psychiatric assessment in the community for those in crisis. PACER can only be accessed by a 000 Emergency Service call with an initial response and assessment by Victoria Police.

The Position

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In the context of an integrated community mental health team, and under the direction of the Manager and team Psychiatrist, the Community Mental Health Clinician will provide assessment and treatment, psycho-education and support for patients of Psychiatric Services and their families /carer(s).

Responsibilities and Accountabilities

Key Responsibilities

In a multi-disciplinary integrated community mental health team, and under the direction of the Team Psychiatrist(s), Senior Clinician and Manager:

- Provide psychiatric, social and physical assessment of patients and deliver clinical treatment and care to resolve or ameliorate emotional distress within the community, APARC and Emergency Department settings
- In partnership with clients, families and carers and relevant agencies develop treatment plans consistent with Victorian MHA 2014 and current service delivery frameworks to promote optimum outcomes for patients
- In partnership with Police Victoria provide to provide high-quality, integrated service response to persons presenting in a mental health crisis within the community including on site clinical assessment and telephone advice on mental health referral options (PACER)
- Under supervision from the manager, provide education and mental health consultation and treatment services to ED and support consultation liaison psychiatry
- Conduct Mental Health Telephone Triage assessment and screening, arrange psychiatric assessments, coordinate response to psychiatric crises and provide expert mental health advice and information to clients, families, and community members
- In consultation with the patient, family and carer(s), and other care providers, formulate, negotiate, document, monitor and maintain a Recovery Plan for each patient of the service, and complete other documentation, including Outcome Measures, as per service policy
- Identify, engage and include other key community agencies and service providers involved in the provision of rehabilitation, recovery, support, and discharge planning consistent with the patients and family/carer(s) needs
- Participate in community consultation, awareness and education activities and develop community resources to increase the understanding of psychiatric disorders and service delivery models in the community
- Participate in Multi-disciplinary Team processes and provide sound discipline specific advice to other clinicians within the team and guidance to more junior staff and students
- Participate in a 24/7 roster, including weekends and public holidays, as directed
- Perform other duties as directed

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

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 socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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Key Selection Criteria

Essential

Qualifications/Certificates

1. Bachelor of Social Work, Bachelor of Applied Science plus post graduate qualifications in Occupational Therapy or Bachelor of Nursing
2. Post graduate qualifications in mental health and/or related field/or relevant experience
3. having completed a specialist undergraduate psychiatric nursing program or a specialist post basic course of training which led to registration as a Division 3 Nurse

Specialist Expertise

4. Relevant work experience, usually at least two years, in a variety of mental health settings
5. Knowledge in community based psychiatric triage, assessment, support and treatment of people with a mental illness and associated complex issues
6. Knowledge and experience working with the Mental Health Act 2014, and knowledge of relevant state-wide Psychiatric Service Frameworks Procedures and Guidelines and Bendigo Health policy and procedures
7. Experience in, and demonstrated commitment to, an integrated community based treatment model for people with a mental illness and associated complex issues
8. Experience in liaising and consulting with relevant family members, team members, and a broad range of health professionals and community agencies
9. Demonstrated evidence of participation in education and training to other staff, and commitment to ongoing professional development
10. Computer and data entry skills with the ability to query and extract specific information from databases

Personal Qualities, Knowledge and Skills

11. High level of organisational, leadership, communication and interpersonal skills with a sound ability to strategically prioritise work requirements/demands

Desirable

Personal Qualities, Knowledge and Skills

- High level communication skills with the ability to develop effective working relationships
- A personal approach which is positive, enthusiastic, friendly and helpful

- Ability to give excellent customer service to both internal and external customers
- Ability to work as part of a team, as well as to work independently
- Ability to query and extract specific information from databases
- Knowledge of Quality Improvement and flexibility to operate in an environment of change and continuous improvement
- A willingness to learn and flexibility to operate in an environment of change and continuous improvement

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.