

# Position Description

Position Title	Community Engagement Worker - Mental Health
Position Number	30028185
Division	Clinical Operations
Department	Mental Health and Wellbeing Service
Team	Bendigo Adult Community Mental Health Team
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	RNGr2Yr1, EEN Level1, Occupational Therapist Gr1, Social Worker Gr1
Classification Code	NP11, PE11, YB13, YC35
Reports to	Manager Bendigo Adult Community Mental Health Team
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## 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.

## **The 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 Bendigo Adult Community Mental Health Team**

The team is part of Bendigo Health's Mental Health and Wellbeing Department.

The BACMHT is an integrated and multidisciplinary team, delivering 5 day a week community care to persons 24 - 64, providing a case management response to individual patients. Treatment is recovery focused and provided during all stages of illness.

As well as providing proactive treatment and support in the community setting, lead clinicians remain involved in the care, treatment and discharge planning of their patients throughout any inpatient and/or residential admissions.

Based in Bendigo, the BACMHT is one of a multiple adult community services offered by Bendigo Health Mental Health Services.

BACMHT services can be accessed by external health care providers through Bendigo Health's Regional Psychiatric Triage Service.

## **The Position**

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.

The position of a Community Mental Health Engagement Worker (CMHEW) is for newly graduated Nursing (Registered and Enrolled), Social Work or Occupational Therapy health professionals and will be community based in Bendigo Adult Community Mental Health Team. The CMHEW will proactively engage with patients (and their families and carers if applicable) to support their connection with the mental health service and

navigation of the complex mental health, general health and social services systems. The CMHEW role will complement clinical roles by performing collaborative tasks that improve overall engagement in mental health recovery, thereby ensuring that clinicians in the multidisciplinary community mental health team have more “client facing” time to deliver targeted clinical interventions that improve consumer outcomes and experiences of the service, non-clinical logistical and administrative tasks, thereby ensuring that clinicians have more ‘client-facing’ time to deliver targeted clinical interventions that improve service user outcomes and experiences of the service. The CMHEW’s duties will draw on their skills in effective communications, professional problem solving and providing information about the mental health service, other health services and a range of organisations that the primary therapist and consumer have identified as being relevant. The CMHEW will also be required to enter information into relevant databases and have an ability to use centralised appointment booking systems and initiate reminders and follow-up phone contact with patients at risk of disengaging.

## **Responsibilities and Accountabilities**

### **Key Responsibilities**

Under the direction from the allocated lead clinician and in keeping with the patient’s treatment plan, the employee will work within established procedures and guidelines to:

- Actively participate as part of a multidisciplinary community mental health team.
- Assisting consumers, their families and carers (whenever possible) to navigate the complex health system that may include welcoming people to the clinic and providing an orientation to available amenities and other “meet and greet” activities.
- If an appointment is going to be delayed, provide updates to the consumer and their families/ carers.
- In regard to the consumer in focus, provide support for consumers and carers in relation to booking and confirming appointments.
- Initiate reminder and or follow up phone calls with consumers at risk of disengaging.
- Undertake follow up phone calls with consumers who did not attend appointments in a non-judgemental manner. The focus should be on ascertaining what the obstacles may have been and collaboratively making new appointments at times most suitable to the consumer and their families / carers.
- Support consumers and their carers to resolve practical problems related to their health and wellbeing within scope of the CMHEW role.
- Liaise together with consumers, families, and carers and assist them to book external appointments and access a broad range of human services agencies, government departments and other community agencies.
- Under direction of primary treating team to engage with consumers and their carers over the telephone as well as face to face where necessary, to lodge referral paperwork and other documentation for various programs such as the NDIS, housing, employment and other services.
- Under direct supervision of Community Mental Health clinicians participate in group based activities
- Provide general information and assistance to consumers and their families / carers in relation to income security and other welfare services.
- Develop and maintain a register of community services and resources for use in the team and inform the multidisciplinary team of the availability of these resources and their suitability for consumers.

- Maintain a high level of documentation in the consumer records in accordance with the local services policy and guidelines.
- Escalate concerns about potential risk or deteriorations in a consumers mental health to the clinical team for assessment and review
- Subject to the outcomes of appropriate risk assessments, and if CMHEW workload permits, transport patents to or from appointments with their mental health practitioners where there are no other suitable alternatives.
- Participate in supervision and role development as required by the health service
- Other duties as directed by health service within scope of qualification and role classifications.

All duties of the CMHEW will be undertaken under the general supervision of a qualified health practitioner from the multi-disciplinary community mental health team and cannot be the allocated lead clinician. The CMHEW will have ready access to clinical expertise and will appropriately escalate concerns about potential risk or deterioration in a patient's health.

## 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.

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.

## Key Selection Criteria

### Essential

#### Qualifications / Certificates

- Recently graduated health practitioner in nursing (Registered or Enrolled), social work or occupational therapy

#### Specialist Expertise

- An understanding of the range of issues experienced by people experiencing mental illness. presenting with high level needs, and a commitment to helping meet the needs of patients and families/carers
- Computer literacy, including knowledge of the Microsoft suite office programs and the internet
- Strong interest in mental health and well-being and desire for a career in the mental health sector

#### Personal Qualities, Knowledge and Skills

- Ability to work as a team member and contribute to team decisions, as well as the willingness to take advice and direction
- A high level of administrative, logistic, schedule management, organisational, clinical documentation and time management skills

### Desirable

#### Personal Qualities, Knowledge and Skills

- Well-developed interpersonal skills, including capacity to engage with and hold sensitive discussions with patients, family/carers and health professionals

## 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.*