

Position Description

Position Title	Senior Mental Health Clinician
Position Number	30028743
Division	Clinical Operations
Department	ECAT Triage PARC
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Registered Nurse Gr4, Social Worker Gr3, Occupational Therapist Gr3
Classification Code	NP75-NP77, YC46 – YC49, YB24 – YB27
Reports to	Manager, ETP STTT
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
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

The Clinical Operations Division encompasses acute and mental health and wellbeing 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 and Wellbeing Services.

The Mental Health and Wellbeing Service is a complex service that provides mental health and wellbeing treatment and care 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 Child and Adolescent Mental Health Service provides services to patients from birth to 17 years, the Youth Team covers ages 18 to 25 years, Adult Services cover patients from 26 to 64 years and the Older Person's Service supports those individuals over 65 years old.

Greater Bendigo Loddon Campaspe Local (Adult and Older Adult)

The Adult and Older Adult Mental Health and Wellbeing Locals services, otherwise known as "Locals", are a key recommendation from Victoria's Royal Commission into the mental health service system. As such, the Locals are a key feature of the current system transformation. The Locals will act as a front door to the mental health service system utilising a no wrong door approach. The Locals will provide a continuum of care and support including clinical interventions, wellbeing supports, and therapeutic support through an integrated mental health and alcohol and other drug framework.

Mind Australia is the lead agency in a consortium comprising Bendigo Health, Echuca Regional Health, The Salvation Army, Thorne Harbour Health and Bendigo District Aboriginal Co-op. Together, the consortia will deliver the Greater Bendigo Loddon Campaspe Local. Our shared vision is a Greater Bendigo Loddon Campaspe Local that delivers integrated care and support that puts the person accessing the service at the very centre of their treatment, support and care coordination using a range of evidence informed approaches. Each of the Locals partners is committed to embedding lived and living experience within all aspects of the service including program design and evaluation, leadership, service delivery and governance.

The Position

Bendigo Health is a key partner in the establishment and delivery of the Locals service across the Greater Bendigo Loddon Campaspe area. The position is therefore a new role, and will report to both the Service Manager (employed by Mind) on a day to day operational basis, and professionally, to the Manager of Bendigo Health's ECAT, Triage and Adult PARC service (ETP).

The Bendigo Local will be located in a new co-designed, fit for purpose space, close to Bendigo's city centre. As a key member of the Bendigo Locals staffing group, you will work closely with a range of wellbeing workers, such as Peer and Community Mental Health Practitioners, Aboriginal Wellbeing Workers and LGBTQI+ Peer Practitioners; as well as a range of specialists, including Psychologists, Art Therapists, AOD Clinicians, Psychiatrists and Allied Health.

The Local Service will provide evidence-based treatment, care and support. You will be a key member of the team providing initial screening and assessment, care planning and coordination, clinical treatment and therapies, and care coordination, particularly in support of people and their families who may require more intensive support and referral to an Area service (e.g.: Bendigo Health). The position will also advocate for and support the establishment and maintenance of a strong clinical governance capability, and compliance with health care standards in operation at the Local and Bendigo Health.

To be successful in this role, you will be an advocate and supporter of peer led services that prioritises treatment and care in the community, and the preferences and goals of consumers, carers, families and supporters. The senior clinician will deputise for the manager and provide leadership in the team through coaching and modelling Bendigo Health values.

Responsibilities and Accountabilities

Key Responsibilities

In a multi-disciplinary integrated adult/ older adult Locals service, and under the direction of the Locals Service Manager and ETP Manager:

- Provide immediate support and intervention during times when people may present to the Local in extreme distress, utilising best practice to recognise and respond to deterioration in mental state and coordinating with the team to ensure consumer and staff safety and consumer preferences are supported wherever possible
- Facilitate handovers, critical communication transfer and referral pathways into Area Mental Health and Wellbeing and across to the Echuca site, where clinically indicated
- Facilitate quality handover to Locals staff and between Echuca and Bendigo Locals where shared care exists, and participate in the Locals outreach model where required
- Ensure referral pathway fidelity to Area Mental Health Service is maintained for acute presentations by conducting Mental Health Telephone Triage assessment and screening, arrange and conduct comprehensive psychiatric assessments, coordinate response to psychiatric crises and provide expert mental health advice and information to consumers, families/supporters and community members
- Support Bendigo Health staff to understand the role and function of the Local, and advocate and support referrals from Area services into the Local service
- Support the Local to establish and implement the clinical governance framework for the Local
- Provide treatment and care that has been co-designed with the consumer and is based on a clear structured treatment approach, utilising the principles of shared care
- Support care coordination to ensure continuity of care and coordinate effective referrals, information transfer and communication between services, as well as assist the consumer to access the range of health and social support services they need in the local community
- Provide secondary consultation for staff employed within the Local for complex case presentations
- Identify, engage and include other key community agencies and service providers involved in the provision of recovery support, and discharge planning consistent with consumer and family/carer(s) needs, to minimise the risk of relapse following discharge from the service

- Monitor the effects of prescribed psychiatric medications, educating patients and their families about medication adherence, potential side effects, and the importance of follow-up appointments.
- Participate in Multi-disciplinary Team processes and provide sound discipline specific advice to other Locals staff in the team and guidance to more junior staff and students
- Maintain open communication with peer practitioners, psychiatrists, psychologists, social workers, and other team members to ensure coordinated and integrated care for patients. Participate in multidisciplinary meetings to discuss patient progress and develop treatment strategies
- Offer psychoeducation to patients and their families, providing information about mental health conditions, treatment options, coping strategies, and resources available for ongoing support
- Accurately document consumer assessments, care plans, interventions, and progress notes in compliance with Locals' organisational policies and regulatory standards
- Advocate for consumer rights and collaborate with other local services to support consumer preferences
- Participate in a 7 day week roster (weekdays 10am to 8pm and weekends 10am to 4pm)
- Perform other duties as directed

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

1. Bachelor of Nursing, Social Work, Psychology, or Bachelor of Applied Science plus post graduate qualifications in Occupational Therapy and;
 - Post graduate diploma in mental health and/or related field; or 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, and;

Specialist Expertise

2. Minimum of 5 years full time equivalent post registration experience in Mental Health with experience across a range of settings such as community mental health and mental health triage, assessment support in the treatment of people with a mental illness and or psychological distress
3. Significant experience in screening and intake processes, comprehensive mental health assessment, review, discharge and follow up functions, including quality documentation of same
4. A demonstrated commitment to working within a peer led service framework, and a willingness to advocate for the value and voice of lived expertise in its contribution to strengthened service provision and clinical outcomes
5. Extensive experience in liaising and consulting with nominated family members, team members, and a broad range of health professionals and community agencies to support achievement of consumer goals and preferences
6. Demonstrated evidence of participation in education and training to other staff, and commitment to ongoing professional development

Personal Qualities, Knowledge and Skills

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

8. Ability to adapt and be flexible with the challenges of establishing a new service and/or experience in working within and contributing to the establishment of a new community health service

Desirable

Personal Qualities, Knowledge and Skills

9. Understanding of the Royal Commission into Victoria's Mental Health Service recommendations as they relate to Area and Locals services and the aims of Locals as a new service system

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.