

POSITION DESCRIPTION

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| Position: | HOPE Intake and Engagement Clinician |
| Directorate | Mental Health Services |
| Division: | Mental Health Services |
| Business Unit: | Hospital Outreach Post Suicidal Engagement (HOPE) |
| Enterprise Agreement | Victorian Public Mental Health Services Enterprise Agreement |
| Reports to: | Manager – Suicide Prevention |



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 5** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

The Mildura Base Public Hospital (MBPH) Mental Health Services (MHS) Hospital Outreach Post-Suicidal Engagement (HOPE) Program is part of Victoria's State Government's Plan to halve the suicide rate by 2025. In line with the National Mental Health and Suicide Prevention Agreement, the MBPH-MHS-HOPE Program will provide assertive, integrated community-based aftercare to consumers whom have presented to MBPH post suicide attempt; or are experiencing serious suicidal ideation with plan and intent.

Upon referral into HOPE, consumers will be met by the Intake and Engagement Clinician who will support them to complete the Systematic Tailored Assessment for Responding to Suicide (STARS) Protocol. The STARS Protocol is a person-centred, psychosocial needs-based assessment that identifies consumers prioritised indicators that contribute to suicidality; and informs commensurate care responses for preventing suicide. The outcome of the STARS Protocol will inform the consumers care plan that will be facilitated by working collaboratively with their HOPE Treatment & Support Team. The Intake and Engagement Clinician will also be required provide short-term assertive clinical aftercare on an as-required basis.

The MBPH-MHS-HOPE Program operates from the ethos that assertive, integrated, person-centred clinical, psychosocial and peer support interventions are crucial in not only achieving optimum health and wellbeing, but in reducing the risk of suicide (re)attempts & completed suicides. The MBPH-MHS-HOPE Program also works with the consumer's chosen support network including: families, carers, friend or significant others; and to identify and build protective factors so they can better support their loved ones during this critical time.

FEATURES OF THE ROLE

The Intake & Engagement Clinician will work in close collaboration with Mental Health Triage; Inpatient Unit; Consultation Liaison Psychiatry; Acute Community Intervention Service; Headspace Mildura and Sunraysia Community Health Services; and will act as the point of entry into the MBPH-HOPE Program. The aim of the Intake and Engagement Clinician is to provide specialist assessment and care planning for consumers whom have been referred post suicide attempt and/or experiencing suicidal ideation with plan & intent. The Intake & Engagement Clinician may also be called upon to provide secondary consultation services (assessment & care planning) for consumers under the care of other business units within MBPH-MHS. Finally, the Intake & Engagement Clinician support consumers & their carers develop a robust safety plan; in addition to providing brief assertive clinical aftercare in the lead up to being allocated their HOPE Treatment & Support Team.

MBPH-HOPE Clinicians are required to complete the Suicide Prevention Mandatory Training Program which provides a theoretical & practical framework to our model of care. Modules include: Suicide Risk: Engage, Understand & Respond (risk assessment framework); Systematic Tailored Assessment for Responding to

Suicide (STARS Protocol) (psychosocial needs framework); Collaborative Assessment and Management of Suicide (CAMS) (therapeutic framework); and training relating to a range of at-risk & vulnerable populations.

KEY RESPONSIBILITIES AND DUTIES

Working under the direction of the Manager of Suicide Prevention and Consultant Psychiatrist(s):

- Conduct non-urgent, comprehensive specialist assessments for consumers experiencing suicidality (suicide attempt and/or suicidal ideation with plan and intent);
- Conduct initial care coordination tasks including: development and implementation of safety plans & treatment and support plans; provide short-term assertive aftercare to consumers; facilitate referrals to other primary mental health and community services if the consumers not requiring HOPE care;
- Provide secondary consultation (assessment and care planning) for consumers under the care of the broader mental health service post suicide attempt and/or experiencing suicidal ideation;
- Ensure the delivery of a supportive, safe, recovery-oriented & family/carer inclusive experience for all consumers accessing MBPH-MHS-HOPE;
- Promote a supported decision-making model of care that will enable and support consumers to participate in & make decisions about their treatment & determine their individual path to recovery. This will in turn promote best practice & facilitate optimal communication between Clinicians, Consumers and their Families/Carer(s), leading to improved recovery outcomes.
- Provide support, information, and education to family members, carers and significant others;
- Demonstrate commitment to ongoing professional development in efficacy of broadening & keeping up to date with best-practice evidence-based suicide prevention and intervention strategies;
- Under the supervision of the Manager, participate in community awareness and education activities; and develop community resources to increase the understanding of suicide prevention, postvention and service delivery models in the community;
- Contribute to internal policy development, service development & planning, research & evaluation of the MBPH-MHS-HOPE in line with relevant legislation, guidelines & other frameworks;
- Demonstrate a commitment to quality & excellence in service standards by participating in activities & ongoing evaluation of clinical & other services delivered to consumers and their families/carer(s);
- Adhere to service reporting mechanisms as appropriate including gathering of data, prepare reports to demonstrate service effectiveness, participate in continuous improvement activities;
- To protect the integrity and confidentiality of information at all times;
- Other duties as directed and required.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group'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. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital 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).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Essential Criteria:

1. Qualified and Registered/Accredited Nurse; Occupational Therapist; Psychologist or Social Worker including current registration and/or accreditation with the appropriate body.
2. Demonstrated knowledge & experience in the clinical care (assessment, care planning & treatment intervention); and case coordination of consumers experiencing suicidality (attempt and ideation);
3. Demonstrated experience of working with at-risk and vulnerable populations groups, including, but not limited to ATSI; CALD; LGBTQIA+; Youth; Disabilities; Neurodiversity and Veterans;
4. Ability to liaise, consult & work collaboratively with Primary & Tertiary Mental Health Professionals; Community Support Service Providers; the Lived Experience Workforce and a Consumer's chosen family/carer/support network in pursuit of achieving optimum outcomes for consumers.
5. Commitment to a client-centred, trauma informed, culturally sensitive & recovery-oriented practices.
6. Demonstrated evidence of, and commitment to continuing professional development in the areas of assessment, care-planning; psychotherapeutic intervention; and other suicide prevention strategies;
7. Highly developed interpersonal and communication skills, both written and verbal.
8. Ability to work in a multidisciplinary team, including inter/intra agency joint case work;
9. Demonstrated time management in workload priorities, coordinating tasks & working to deadlines.
10. Computer literacy skills, including the use of various computer programs such as the Microsoft Office Suite and client management systems.

MANDATORY REQUIREMENTS

Registration with Professional Association (if applicable to profession):

For example, AHPRA, AHRI, 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.

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

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

All Mildura Base Public Hospital 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 Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy

WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic

WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable

WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful

WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based

WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

