

## POSITION DESCRIPTION

<b>Position:</b>	Mental Health Clinician
<b>Work Stream:</b>	Health Professionals
<b>Directorate:</b>	Mental Health Services
<b>Enterprise Agreement</b>	VICTORIAN PUBLIC MENTAL HEALTH SERVICES ENTERPRISE AGREEMENT 2016-2020
<b>Reports to:</b>	Associate Director – Mental Health Services

### MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH 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.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.

### VISION

Your Hospital – We care.

### MISSION

Improving the health and wellbeing of our community by providing quality health services, with care, compassion and skill.

### VALUES AND BEHAVIOURS

All employees of the Mildura Base Public Hospital are required to uphold the values of our organisation, for more information on our values please refer to page 5 of this document.

### POSITION SUMMARY

This position is required to undertake mental, social and physical assessments, treatment and deliver continuing care / case coordination for people with serious mental illness in the community as well as providing support, advice and assistance for external agencies

### KEY RESPONSIBILITIES AND DUTIES

- Undertake primary consultation services, including triage, assessments, treatment planning and continuing care planning in conjunction with clients, carers and GPs
- Provide secondary consultation to specialist mental health, primary care sector and other service providers to facilitate best practice for the treatment of high prevalence mental health problems, such as anxiety and depression.
- Provide acute assessment and treatment for clients in psychiatric crisis or risk of serious self-harm or suicide.

- Undertake the assessment of clients accepted for routine intake and contribute to the development of individual treatment plans for clients.
- Perform all case management and case co-ordination tasks in relation to clients, ensuring the implementation of treatment plans, comprehensive documentation on client files, the performance of reviews and appropriate client transfer/discharge procedures.
- Provide support, information, and education to family members, carers and significant others.
- Facilitate individual and group therapy and psycho-education sessions to clients, carers and families, as appropriate and relevant
- Contribute to internal policy development, service development and planning, and evaluation of Mental Health Service services, in line with relevant legislation.
- Demonstrate commitment to enhancing the capacity of primary and specialist care services for early identification and assessment through education and training. This includes understanding early warning signs / risk factors and symptoms of serious mental illness.
- Utilise a multi-sectorial approach in conjunction with key stakeholders, such as GPs, Psychiatric Disability Support Services and Community Health Services to achieve effective and responsive service provision for the client group/s.
- Work across health, education, and welfare sectors to develop systems and protocols that facilitate best practice in prevention, early detection and intervention within the above identified groups of people.
- Adhere to service reporting mechanisms as appropriate including gathering of data, prepare reports to demonstrate service effectiveness, participate in continuous improvement activities.
- Contribute to Mental Health planning
- Work collaboratively with all internal and external service providers to ensure the most appropriate care and service is provided for the client.
- To continually promote MBPH Hospital mental health services to customers in the wider community and contribute to the education of the general community, other organisations and community groups.
- To protect at all times the integrity and confidentiality of information
- Demonstrate a commitment to quality and excellence in service standards by participating in quality activities and ongoing evaluation of clinical and other services delivered to clients and their families.
- 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**

### **Qualifications / Certificates**

#### **Essential**

- Approved degree and registration in Nursing, Social work, Psychology or Occupational Therapy
- Demonstrated experience, skill and / or knowledge in the provision of direct clinical care to people who have experienced mental illness
- Demonstrated knowledge and application of Recovery-based principles
- Highly developed verbal and written communication skills including the use of various computer programs such as Excel, Word and client management systems
- A commitment to Mental Health & Wellbeing promotion within the community
- Working knowledge of the relevant Mental Health Act and associated regulatory frameworks

#### **Desirable**

- Relevant degree or post graduate training in Mental Health
- Cert IV in Workplace Training and Assessment or similar

#### **Specialist Expertise**

- Understanding of contemporary psychiatric issues.
- Highly developed clinical skills in assessment, planning and intervention including CBT, problem-solving and crisis management.
- Ability to undertake a consultative role in the area of mental illness, demonstrating clinical excellence and a high degree of professionalism.
- Ability to work in a multidisciplinary team, including inter/intra agency joint case work.
- High level of interpersonal skills and demonstrated ability to engage clients, and liaise and consult with relevant family members, as well as a broad range of health professionals, and community agencies
- Knowledge of, and demonstrated skills in, the techniques of assessment, crisis assessment and intervention, counselling and psychosocial rehabilitation.
- Demonstrated competence in community-based assessment and management of people in the acute/crisis phase of a mental illness and people with prolonged mental illness.
- Dual Diagnosis capable; to be able to screen for dual diagnosis; where indicated, conduct a more detailed assessment that enables the development of an integrated treatment and care plan; and to be aware and able to use agreed referral pathways within and between services

## **MANDATORY REQUIREMENTS**

### **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.

### **Registration with Professional Association:**

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.

### **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.*



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

## LANGUAGE WE DON'T USE

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

## 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

