

Position Description

Position Title	Senior Mental Health Clinician
Position Number	30028743
Division	Clinical Operations
Department	Mental Health
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.

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 is a complex service that 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 Child and Adolescent Mental Health Service provides services to patients from birth to 17 years, the Youth Team covers ages 18 to 24 years, Adult Services cover patients from 25 to 64 years and the Older Person's Service manages those individuals over 65 years old.

ECAT Triage CAT (includes PACER) STTT, APARC 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 provides comprehensive psychiatric assessment of patients and the delivery of clinical treatment and care to resolve or ameliorate emotional distress within the Emergency Department setting

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 is the single point of entry for Bendigo Health Mental Health Services. Clinicians 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. For the cost of a local call anywhere in Victoria (mobile calls excluded), 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 .

The Short-Term Treatment Team (**STTT**) is a mental health multidisciplinary team providing access to community based psychiatric assessment, support, and specialist treatment. The STTT team 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.

Adult Prevention and Recovery Care (**APARC**) 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 25-64 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.

Hospital Outreach Post-Suicidal Engagement (**HOPE**) service provides intensive, person-centred support for up to 3mths for people leaving an emergency department or medical ward following treatment for an attempted suicide, serious planning or intent.

The Position

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

The senior clinicians will deputise for the clinical managers and manager and provide leadership in the team through coaching and modelling Bendigo Health values

Responsibilities and Accountabilities

Key Responsibilities

In a multi-disciplinary integrated community mental health team, and under the direction of the Clinical Managers, Manager and Consultant Psychiatrist(s):

- Provide high level 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 Mental Health and Well Being Act 2022 and current service delivery frameworks to promote optimum outcomes for patients
- Conduct Mental Health Telephone Triage assessment and screening, arrange and conduct 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 client, 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 recovery support, and discharge planning consistent with the clients and family/carer(s) needs, to minimise the risk of relapse following discharge from the service
- Participate in community consultation, awareness and education activities, and under the supervision of the manager, develop community resources to increase the understanding of psychiatric disorders and service delivery models in the community

- Monitor the effects of medication and consult with either nursing or medical staff regarding any concerns encountered and ensure that all appropriate documentation is completed
- Coordinate Clinical Team meetings, promote multi-disciplinary processes, provide sound discipline specific advice to other clinicians within the team and guidance to more junior staff and students
- In partnership with Police Victoria, 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, support consultation liaison psychiatry, and provide discipline specific education and supervision to the team (including students on placement) in close liaison with the relevant professional discipline
- Provide leadership to the team through coordinating and setting up shifts, leading team meetings, role modelling, coaching, participation in PRDP processes with a designated group of staff, clinical supervision etc.
- Participate in a 24/7 roster, including weekends and public holidays, as directed
- Deputise for the Clinical Managers and Manager ETP – STTT
- 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

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;
 - Minimum of 5 years full time equivalent post registration experience in Mental Health with experience across a range of settings including psychiatric triage, assessment support and treatment of people with a mental illness and associated complex issues

Specialist Expertise

2. Extensive work experience, usually at least five years, and expertise in community based psychiatric triage, assessment, support and treatment of people with a mental illness and associated complex issues
3. Extensive experience working with the Mental Health Act 2014 and relevant state-wide Psychiatric Service Frameworks Procedures and Guidelines and Bendigo Health policy and procedures
4. Extensive experience in, and demonstrated commitment to, an integrated community based treatment model for people with a mental illness and associated complex issues
5. Extensive experience in liaising and consulting with relevant family members, team members, and a broad range of health professionals and community agencies
6. Demonstrated evidence of participation in education and training to other staff, and commitment to ongoing professional development
7. Computer and data entry skills

Personal Qualities, Knowledge and Skills

8. High level of organisational, leadership, communication and interpersonal skills with a sound ability to strategically prioritise work requirements/demands
9. High level communication skills with the ability to develop effective working relationships
10. A personal approach which is positive, enthusiastic, friendly and helpful with an ability to give excellent customer service to both internal and external customers

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.

Influenza 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 the Bendigo Health's various infection control policy and procedures. All staff are required to have a current influenza vaccination prior to commencement at Bendigo Health.

Disability Worker Exclusion Scheme (DWES) Check Where applicable, completion of a clear Disability Worker Exclusion Scheme Check must be undertaken for all positions providing services under the NDIS. A DWES check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

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