POSITION DESCRIPTION - Alfred Health

DATE REVISED: 11 May 2021

POSITION: Senior Clinician – headspace CCT / Access

AWARD/AGREEMENT: Victorian Mental Health Services Enterprise Agreement 2016-2020 OR Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement 2017 – 2021

CLASSIFICATION TITLE: Registered Psychiatric Nurse Grade 4 or Social Worker / Occupational Therapist / Psychologist Grade 3

DEPARTMENT/UNIT: headspace Early Psychosis

CLINICAL PROGRAM: Alfred Mental & Addictions Health

DIVISION: Operations

REPORTS TO: Team Leader CCT Bentleigh

CLINICAL ACCOUNTABILITY TO: Principal Psychiatrist, headspace Early Psychosis

OPERATIONALLY ACCOUNTABLE: Manager, headspace Early Psychosis

PROFESSIONALLY ACCOUNTABLE: Discipline Senior, headspace Early Psychosis

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow
ALFRED MENTAL & ADDICTION HEALTH - PROGRAM, DEPARTMENTS & UNITS

Alfred Mental & Addiction Health is responsible for the operation of services, which focus on people with a severe mental illness residing in the Inner South Eastern area of Melbourne.

Services are provided by a number of teams located at the Alfred Hospital (Commercial Road, Prahran) and at St. Kilda Road Clinic, Alma Road CCU in St. Kilda, PARC at Nicholson Street Prahran, Aged Mental Health service at Caulfield Hospital and the Child & Adolescent Service located in Moorabbin and headspace service in various locations in Victoria. Alfred Mental & Addiction Health also works in partnership with relevant local non-government and social support agencies.

The single most important goal of Alfred Mental & Addiction Health is to create an environment that facilitates clinical recovery, supports individual recovery efforts and strives to minimise service system barriers to the recovery process.

HEADSPACE AND CHILD & YOUTH MENTAL HEALTH SERVICE (CYMHS)

The Child & Youth Mental Health Service (CYMHS) at Alfred Health is a community-based service that provides comprehensive assessment, treatment and case management to infants, children, adolescents and young people up to the age of 25 years of age presenting with behavioural, emotional, psychiatric or developmental difficulties. CYMHS provides clinical services in partnership with a wide range of service providers to achieve the best possible outcomes. CYMHS is committed to active participation by families and young people in evaluating and improving our services.

headspace Southern Melbourne was established in 2007 and Alfred Health became the lead agency in 2011. The centre was relocated and became headspace Elsternwick in 2013. In the same year, headspace Elsternwick launched the beginnings of the headspace Early Psychosis program.

headspace Early Psychosis, established in 2011, is an accessible youth and family friendly mental health service for young people (12-25) struggling with hearing voices and unusual beliefs. It builds on individual strengths and resilience, uses the wisdom of lived experience and fosters hope, potential and recovery. headspace Early Psychosis operates in five headspace centres across the Southern Metropolitan Region of Melbourne. Four regional Community Care Teams (CCTs) are based in Bentleigh, Frankston, Dandenong and Narre Warren. The service also includes a Mobile Assessment and Treatment Team (MATT) and a centre-based Recovery Program (RC) to serve the whole of the Southern Metropolitan region.

headspace Early Psychosis works in partnership with the Discovery College an educational program that brings all the elements of the headspace model together in an environment that supports people to learn from different perspectives on mental health. The Discovery College is a core part of our workforce development program and all staff are expected to participate.

A responsive and flexible approach to treatment called Collaborative Adaptive Network Approach (CANA) is used at headspace Early Psychosis. This is an alternative approach to helping people who are experiencing distress, crisis and mental health difficulties. CANA is a way of structuring mental health services to be responsive to people’s needs. It is a needs adapted network based approach to treatment, bringing together those people who are important to the young person.

Our staff also use the Client Directed Outcome Informed approach, where in partnership with young people and their networks we monitor the progress of treatment to ensure that what we are doing together with young people is working for them. Young people and their networks are asked to routinely complete the Outcome Rating Scale (ORS) to give us feedback about progress, and the Session Rating Scale (SRS) that helps us monitor our approach and the experience of the service so that we can adjust things as needed.

CYMHS and headspace are committed to active participation by young people and families through all phases of service planning, implementation and evaluation.
VISION

**headspace** Early Psychosis is friendly to young people and families. We will provide an accessible mental health service for young people struggling with hearing voices and unusual beliefs in partnership with the community. We will build on strengths and resilience, use the wisdom of lived experience and foster hope, potential and recovery.

VALUES

*Respect*

We value and build on the beliefs, strengths and potential of young people, families and their community connections and treat young people as intrinsically valuable.

*Partnership*

Our service development, implementation and evaluation will, at every stage, be youth driven and family guided. We will work collaboratively with the community to develop a service, which enhances the existing services.

*Empathy*

We will focus on the humanity and importance of each young person and their family. We will maintain sensitivity to cultural diversity.

*Excellence*

The care we provide will be of the highest quality and will reflect a culture of innovation, evidenced based practice, reflection and continual learning.

*Self Determination*

Treatment we provide will be client directed with a focus on recovery and client determined goals, sensitive to the needs of young people.

*Integrity*

We strive for the highest degree of fairness, honesty and trust.

*Accountability*

We show pride, enthusiasm and dedication in everything that we do. We will respond and adapt to feedback.

POSITION SUMMARY

This position is full-time to June 2022, and is based at 973 Nepean Highway, Bentleigh.

The Senior Clinician - Access & CCT offers the first point of contact with the service and provides the initial screening response to those making contact with primary **headspace** and **headspace** Early Psychosis. The role requires a person capable of providing high quality customer service that is highly engaging and responsive to the needs of young people and their families. Referrers will be assisted to find the right service where other options are more appropriate. Streamlined entry to **headspace** Early Psychosis services will be supported by timely decision-making and case allocation. This position will also provide case management and other clinical services to clients and families up to 50% of the time.

The Senior Clinician access has responsibility for the intake and allocation of new young people, as well as provision of advanced case management, therapeutic interventions with young people and their families, and clinical review processes. Active contribution to quality assurance and research activities is also a requirement along with supervision of staff and active pursuit of continuing professional development. Senior Clinicians will also work in close collaboration with the wider; state based mental health systems and **headspace** South East Melbourne Cluster services to ensure coordinated transitions and integration of services across the system of care.
The position requires experience in the diagnosis and provision of treatments with early psychosis, clinical and family work and a commitment to high standards of client care and family support. All positions will be expected to work collaboratively with clients and families, to use a recovery-based focus and to actively promote involvement of a peer workforce in provision of care.

The Senior Clinician will work within the Access team providing support regarding the single session principles and practice. Single session therapy is not a particular intervention in itself; rather it involves an “open door” approach to client presentations. This approach is very focused and requires the therapist to be active in identifying the specific problem, exploring the clients attempted solutions, identifying resources available to the client and encouraging the client and/or family to develop a “new” approach.

**DUTIES AND RESPONSIBILITIES (PRIVILEGES)**

- Provide initial assessment, triage and follow through on referrals, actively assist young people and their families to access a range of headspace services and support the young person / family to engage with other more suitable programs if headspace isn’t the right fit.
- Offer a single session therapeutic approach with appropriate families and proactively support the use of the single session framework within Access and CCT.
- Work effectively within a multi-disciplinary team environment, consisting of general practitioners, psychiatrists, allied health and nursing staff, peer and carer support workers and other youth service specialists to communicate and coordinate client care.
- Develop relationships and when necessary provide consultation to other community service agencies and government sectors to facilitate referral pathways across and between services.
- Work within the headspace Early Psychosis CCT team providing case management to young people and their families.
- Provide leadership to the CCT team as a senior clinician, either formally through clinical supervision or informally through mentoring of less experienced clinicians.
- Work collaboratively with the Access team to regularly review roles of each clinician and ensure we are providing an efficient and timely service.
- Participate in clinical review discussions with both the primary headspace and the headspace Early Psychosis teams.
- Actively support the health promotion activities of hsE.
- Possess a sound knowledge of current legislation and government policy in relation to Mental Health, and AOD Disorders, particularly as these relate to young people.
- Comply with and contribute to development of policies and procedures in accordance with quality improvement frameworks.
- Leading and supporting further development of data collection and reporting related to clinical activities
- Participate in research and evaluation projects.

**KEY CAPABILITIES**

- Ability to provide senior clinical leadership and to contribute to development of efficient and effective systems for access and entry to the service as well as other clinical processes
- Extensive clinical experience in working collaboratively with young people and their families in mental health settings
• Ability to build partnerships and effectively liaise, negotiate and provide consultation to other service providers and staff from other disciplines
• High level interpersonal and communication skills and demonstrated ability to relate well to young people, family members, members of the general community and other professionals
• Demonstrated capacity to lead and contribute to a positive team culture
• Commitment to ongoing professional development and continuous improvement
• Ability to exercise professional judgment and seek advice and assistance when required / appropriate
• Effective planning, problem solving, organisation and prioritisation skill.
• Information, communication and technology focused
• Preparedness to work alongside peer workforce

Mental Health Workforce Capabilities & Priorities Include Awareness:

1. RIGHTS, RESPONSIBILITIES, SAFETY AND PRIVACY
Mental health professionals uphold the rights of people affected by mental health problems and mental disorders, and those of their family members and/or carers, maintaining their privacy, dignity and confidentiality and actively promoting their safety.

2. CONSUMER AND CARER PARTICIPATION
Mental health professionals encourage and support the participation of consumers and carers in determining (or influencing) their individual treatment and care.

3. AWARENESS OF DIVERSITY
Mental health professionals practise in an appropriate manner through actively responding to the social, cultural, linguistic, and spiritual and gender diversity of consumers and carers, incorporating those differences in their practice.

4. MENTAL HEALTH PROBLEMS AND MENTAL DISORDERS
Mental health professionals are knowledgeable about mental health problems and mental disorders and the co-occurrence of more than one disease or disorder, and apply this knowledge in all aspects of their work.

5. PROMOTION AND PREVENTION
Mental health professionals promote the development of environments that optimise mental health and wellbeing among populations, individuals and families in order to prevent mental health problems and mental disorders.

6. EARLY DETECTION AND INTERVENTION
Mental health professionals encourage early detection and intervention.

7. ASSESSMENT, TREATMENT, RELAPSE PREVENTION AND SUPPORT
Mental health professionals provide or ensure that consumers have access to a high standard of evidenced-based assessment, treatment, rehabilitation and support services, which prevent relapse and promote recovery.

8. INTEGRATION AND PARTNERSHIP
Mental health professionals promote the integration of components of the mental health service to enable access to appropriate and comprehensive services for consumers, family members and/or carers through mainstream health services.
9. SERVICE PLANNING, DEVELOPMENT AND MANAGEMENT

Mental health professionals develop and acquire skills to enable them to participate in the planning, development, implementation, evaluation and management of mental health services to ensure the delivery of coordinated, continuous and integrated care within the broad range of mainstream health and social services.

10. DOCUMENTATION AND INFORMATION SYSTEMS

Mental health professionals maintain a high standard of documentation and information systems on clinical interventions and service development, implementation and evaluation to ensure data collection meets clinical, monitoring and evaluation needs.

11. EVALUATION AND RESEARCH

Mental health professionals systematically monitor and evaluate their clinical practice, consistent with the National Standards for Mental Health Services and relevant professional standards to ensure the best possible outcomes for consumers, family members and/or carers.

12. ETHICAL PRACTICE AND PROFESSIONAL RESPONSIBILITIES

Mental health professionals adhere to local and professionally prescribed laws, codes of conduct and practice, and take responsibility for their own professional development and continuing education and training.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Commitment to child safety - Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.
- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position, you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role
QUALIFICATIONS/EXPERIENCE REQUIRED

Qualifications

- Approved tertiary qualifications in relevant discipline and eligibility for membership of AHPRA or the appropriate professional body:

Registered Nurse

- Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent OR Bachelor Degree in Nursing or equivalent plus an approved postgraduate qualification in Psychiatric/Mental Health Nursing. Registration as a Registered Nurse with the Nursing and Midwifery Board of Australia.

Occupational Therapist

- Current registration as an Occupational Therapist with the Australian Health Practitioner Regulation Agency (AHPRA) to practice with the National Board.

Psychologist

- Registration as a psychologist under the Health Practitioner Regulation National Law Act (2009). Practice endorsement as a clinical/clinical neuropsychologist with the Psychology Board of Australia.

- Registration to practice as a supervisor with AHPRA

Social Worker

- Approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

- Demonstrated staff supervision skills and proven ability to provide clinical leadership and management of a multi-disciplinary team and to manage human and financial resources

Experience

- Experience providing assessment and treatment of mental health disorders and alcohol and other drug disorders to young people and their families

- Experience in leading teams and effecting a positive multidisciplinary team environment.

- Experience working with a range of community agencies and ability to liaise with other service providers.

Other Relevant Information

- Working across headspace programs and teams will be actively encouraged. Staff may be required to work from any Alfred Health headspace site.

- Current Victorian Driver’s License

- Current working rights visa

- Satisfactory completion of a Police Check

- Satisfactory completion of Working with Children Check

This position description will be subject to periodic review.

Position Description authorised by: Marija Malic – Manager headspace Early Psychosis

Date: May 2021