POSITION DESCRIPTION – The Alfred

DATE REVISED: 08/10/2019

POSITION: RPN4 Emergency Psychiatry

AWARD/AGREEMENT: Psychiatric Services Agreement

CLASSIFICATION TITLE: Registered Psychiatric Nurse Grade 4 (NP74)

DEPARTMENT: Alfred Mental & Addiction Health (AMAH)

CLINICAL PROGRAM: Consultation Liaison & Emergency Psychiatry

DIVISION: Operations

ACCOUNTABLE TO:

OPERATIONALLY ACCOUNTABLE: Operations Manager, Consultation Liaison & Emergency Psychiatry

CLINICALLY ACCOUNTABLE: Psychiatrist for clinical provision and outcomes.

PROFESSIONALLY ACCOUNTABLE: Associate Director of Nursing Psychiatry through The Operations Manager, Consultation Liaison & Emergency Psychiatry

WORKS IN COLLABORATION WITH:

Internally: Alfred Psychiatry in-patient unit staff and the Alfred Psychiatry Community teams; Consultation Liaison Psychiatry; Emergency & Trauma Centre (E&TC) staff; Aged Psychiatry and CYMHS/Headspace teams.

Externally: Victoria Police, GP’s, Private Psychiatrists and PDRS organisations, family and carers.

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 VALUES

Our staff is expected to demonstrate and uphold our values of:

Integrity, Accountability, Collaboration and Knowledge.

Our values provide the platform for the way we work and the decisions we make. Through this approach, our Vision and Mission are achieved.
DEPARTMENT

Alfred Psychiatry 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, Waiora Clinic in Armadale, Alma Road CCU in St. Kilda, the Child & Youth Mental Health Service located in Moorabbin and the Headspace clinics at Elsternwick and Bentleigh. Aged Psychiatry is located at the Caulfield campus of Alfred Health.

Alfred Psychiatry also works in partnership with relevant local non government and social support agencies.

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

POSITION SUMMARY

This position is established within the Consultation Liaison & Emergency Psychiatry program within the integrated Emergency Psychiatry team. The integrated Emergency Psychiatry team consists of -

- Crisis Assessment and Treatment Services within the community incorporating early discharge management, assessment and management of newly referred clients as well as after hour treatment and crisis support to clients of community mental health services inclusive of Adult, Aged and Child and Youth teams within Alfred Health.
- Triage (including Triage+) - the Alfred Psychiatry 24-hour telephone triage referral, advice and support service
- PACER - the 7 day a week afternoon/evening outreach service working in collaboration with Victoria Police providing acute assessment and advice to Victoria Police as an alternate to transfer of clients to the E&TC under section 351 of the MHA.
- Emergency Psychiatry Service (EPS) - the Consultation Liaison service to the E&TC providing Mental Health and/or AOD assessment and interventions. This assessment includes immediate assessment and risk management plans for persons presenting with Behaviours of Concern.
- The Mental Health & AOD Hub (the West Wing) within the E&TC, incorporating the Brief Intervention and Short Stay Unit (BISSU). The West Wing is staffed with a Coordinator 7 mornings per week, RPN’s and RN’s to support therapeutic engagement and risk management of clients admitted to the E&TC.
- HOPE - the Suicide Prevention team who provide 3 months’ intensive outreach psycho-social support and brief interventions to individuals discharged from hospital post a suicide attempt or who have presented with serious suicidal ideation.
- The CL team who provide consultation and guidance regarding the management of patients in the medical and surgical units with mental health problems, behavioural issues and/or AOD issues; and -
- The Access Manager (Psychiatry) who ensures access to specialist psychiatric in-patient beds is maintained; coordinates and prioritises all requests for in-patient care from within the service and external requests for the repatriation of patients from and to other AMHS and takes responsible for 7-day post discharge follow-up of all patients discharged external to AMAH community teams.
- The Alfred Mental Health & Gambling Harm Program (AMHGHP) whose goal is to increase the knowledge and capacity of existing services in Victoria to provide optimal outcomes for clients presenting with co-occurring gambling harms and mental illness.
The RPN 4 will be responsible for service co-ordination on a shift by shift basis for the provision of mental health services either as the senior in the CATT, EPS, Triage or PACER.

The RPN4 will provide clinical leadership to the RPN3, SW2 and OT clinicians in CATT, EPS and Psychiatric Triage. The RPN 4 will be recognised as the clinical expert supporting the complex decision making required within psychiatric triage and risk management of the assertive outreach team (CATT).

Ability to manage resources i.e. allocation and prioritization of workload, management of access demand and utilization of staff is a key responsibility of this role.

Specifically, the RPN 4 will serve as a role model for professional practice with demonstrated capacity to translate policy into practice and exhibit effective communication of expected standards. The capacity to undertake and contribute to service development and quality projects is essential.

All clinicians in integrated Emergency Psychiatry are expected to work a 7 day a week rotating roster, including night duty when the RPN4 will supervise the RPN3/SW2/OT2 clinician. The senior clinician will be responsible for coordinating and allocating the workload in both EPS and Psychiatric Triage roles overnight.

**KEY RESPONSIBILITIES**

**CLINICAL CARE:**

1. Demonstrate advanced clinical skills and provide expert clinical psychiatric assessment, clinical risk assessment for clients presenting through phone triage, in the Emergency Department or community
2. Establish effective treatment plans and provide evidence based treatment and therapies according to assessed need
3. Monitor triage crisis referrals and ensure a timely and appropriate response to ameliorate presenting risks
4. Provide expert mental health psychiatric nursing advice and consultation to referring agencies, professionals, families/carers and potential clients with regard to their inquiries and requests for service.
5. Utilise therapeutic skills to increase clients’ capacity to self-manage their distress and build their resilience
6. Liaise with referral agents including General Practitioners, Private psychiatrists and psychologists and relevant others, to ensure appropriate and effective clinical interventions are considered and embedded into treatment plans and to provide accurate and effective clinical handover to promote safe, seamless ongoing care
7. Support and actively ensure the engagement of clients, carers and families in treatment planning and review process.
8. Ensure delivery of safe and effective care and treatment is maintained through adherence to clinical care protocols that are relevant to the patient journey and clinical pathways
9. Provide leadership and supervision of the CATT, EPS, Triage or PACER functions on a shift by shift basis coordinating resources and timely response to referrals
10. As the senior EPS clinician, monitor response times to assessment and transfer times from E&TC to in-patient units to ensure patients receive timely, safe and appropriate service. Liaise with in-patient ANUMs and escalate when appropriate to facilitate transfers within the NEAT target of 4 hours.

**COMMUNICATION and TEAM WORK**

1. Facilitate effective communication between CATT and/or EPS and the access manager/inpatient units to ensure efficiency of bed management / resource management of acute psychiatry resources is maximised
2. Work in collaboration with PACER clinicians to ensure appropriate response and support is maintained
3. Provide clinical supervision to RPN 3/SW2/OT2 clinicians, provide coaching and support to ensure clinical competency and professional development now and into the future
4. Manage staff rosters to ensure an effective skill mix and resource allocation during the rostered period to support the effective management of day to day clinical risks
5. Promote and model effective teamwork to optimise patient care delivery
6. Contribute to the professional development and educational programs for the Emergency Psychiatry service in order to ensure practise remains contemporary
7. Actively participate in team meetings and liaise with other health care team members
8. Participate as an active member of the leadership group within Emergency Psychiatry to ensure optimal functioning of the staff as a dynamic, high functioning team

QUALITY IMPROVEMENT:
1. Participate in research and quality improvement projects
2. Respond to and inform the CLE Operations Manager about department activities, significant events incidents as necessary
3. Participate in clinical and adverse outcome reviews as required

CONTRIBUTION TO SERVICE
1. Participate in portfolio groups, Alfred Psychiatry forums and case conferences as required
2. Contribute to the professional development and educational programs on mental health topics for the community and other professional services including Victoria Police and MHCSS
3. Contribute to the function of multi-disciplinary team through service evaluation, policy and guideline review and participation in inter-departmental forums.
4. Provide mentorship and support to student nurses and graduate nurses on placement, to ensure the development of clinical competency.
5. Undertake administrative tasks according to the protocols established for the team and required for reporting on the minimum data set reporting framework.

PROFESSIONAL DEVELOPMENT
The candidate will show a strong ongoing commitment to their own professional development and the ability to support and develop knowledge and skills in other team members.

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 and Recovery principles
- 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
- 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.

**KEY CAPABILITIES & QUALIFICATIONS/EXPERIENCE REQUIRED**

- Registration with the AHPRA with Tertiary qualifications in mental health nursing – post graduate diploma equivalent as a minimum.
- Minimum of 5 years post graduate experience including having worked within a community mental health setting
- Other relevant tertiary qualification or working towards, in relevant areas such as drug and alcohol or psychosocial or therapeutic interventions.
- A current Victorian Drivers Licence is essential.

**Mental Health Workforce Capabilities:**

**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.

**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.

**AWARENESS OF DIVERSITY**

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

**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.

**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.

**EARLY DETECTION AND INTERVENTION**

Mental health professionals encourage early detection and intervention.

**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.

**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.

**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.

**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.

**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.

**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.

**Performance indicators:**

The clinician will adhere to Key Performance Indicators as set by the Quality & Governance Committee (Alfred Psychiatry)

**Position Description reviewed & authorised by:** Kathryn Henderson

**Date:** 16/04/2021