POSITION DESCRIPTION - THE ALFRED

POSITION: Senior Allied Health Clinician, Emergency Psychiatry

AWARD/AGREEMENT: Psychiatric Services Agreement

CLASSIFICATION TITLE: Social Worker Grade 3/Occupational Therapist 3

DEPARTMENT/DIVISION: Alfred Psychiatry

ACCOUNTABLE TO: Operations Manager, Consultation Liaison & Emergency Psychiatry through Team Leader

OPERATIONALLY ACCOUNTABLE: Psychiatrist for clinical provision and outcomes.

CLINICALLY ACCOUNTABLE: Manager Social Work/Occupational Therapy, through The Operations Manager Consultation Liaison & Emergency Psychiatry

PROFESSIONALLY ACCOUNTABLE: 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 MHCCS 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 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, 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 integrated Emergency Psychiatry team. The integrated Emergency Psychiatry team provides:

- 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 SW3/OT3 will be responsible for service co-ordination on a shift by shift basis for the provision of mental health assessments and care planning either as the senior in the CATT, EPS, Triage or PACER team.

The SW3/OT3 will provide clinical leadership to the SW2, OT2 and RPN3 clinicians in Emergency Psychiatry. The senior clinician will be recognised as the clinical expert supporting the complex decision making required within psychiatric triage, EPS, PACER and risk management of the assertive outreach team (CATT). The incumbent will have demonstrated ability to manage resources i.e. allocation and prioritization of workload, management of access demand and utilization of staff which are key responsibilities of this role.

All clinicians in integrated Emergency Psychiatry are expected to work a 7 day a week rotating roster, including night duty when the Senior Allied Health Clinician will supervise the RPN3/SW2/OT2 clinician. The senior clinician will be responsible for coordinating, allocating and supervising the clinical work in both EPS and Psychiatric Triage roles overnight. **The opportunity to work fulltime night shifts / D Shifts (1600 -0200hrs) with yearly breaks to re-refresh and attend professional development sessions is available to the right candidate.**

Specifically, the SW3/OT3 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.

**KEY RESPONSIBILITIES**

**CLINICAL**

- Demonstrate advanced clinical skills and provide expert clinical psychiatric assessment, clinical risk assessment and effective care planning for clients presenting through phone triage, in the Emergency Department or community.
- Support and actively ensure the engagement of clients, carers and families in treatment planning and review process.
- Monitor triage crisis referrals and ensure a timely and appropriate response to ameliorate presenting risks.
- Conduct or delegate the Clinical Review in Triage on weekends to ensure consistency of service response.
- Provide expert mental health advice and consultation to referring agencies, professionals, families/carers and potential clients with regard to their inquiries and requests for service.
- Participate in the provision of single session family focused therapies to CATT clients and their families as indicated.
- Provide clinical expertise for other staff demonstrating strong current theoretical knowledge and the evidence base for social work/occupational therapy practice in mental health.
- Escalate as required to ensure timely transfers from the Emergency Department to the psychiatric in-patient units are effected maintaining safe risk management and ensuring instigation of treatment and continuity of care is prioritised.
- 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.

**COMMUNICATION & TEAMWORK**

- 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.
- Promote and model effective teamwork to optimise patient care delivery.
• Contribute to the function of multi-disciplinary team through service evaluation, policy and guideline review and participation in inter-departmental forums.
• Provide clinical supervision to SW2/OT2 clinicians, provide coaching and support to ensure clinical competency and professional development now and into the future.
• Undertake administrative tasks according to the protocols established for the team and required for reporting on the minimum data set reporting framework.
• Ensure all clinical handovers are attended to and Discharge Summaries are completed and communicated to external practitioners at the earliest opportunity to ensure continuity of care.
• Implement 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.
• Contribute to research and evaluation activities within Social Work and Alfred Psychiatry as appropriate

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

CONTRIBUTION TO SERVICE
• Contribute to the orientation, training and supervision of social work/occupational therapy staff and students
• Actively participate in discipline specific activities promoting the Social Work/Occupational Therapy contribution to Alfred Psychiatry quality and business priorities.
• Participate in the relevant Senior Social Worker or Occupational Therapy leadership group.
• Participate in discipline specific supervision and professional development

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**

- Approved Social Work degree or qualification acceptable for eligibility for membership of the Australian Association of Social Workers. Post graduate studies in the relevant fields of psychiatry are highly desirable or,
- Registration with the AHPRA with Tertiary qualifications in occupational therapy and post graduate certificate equivalent in mental health as a minimum and eligibility for membership of the O.T. Australia, Victoria.
- **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, desirable
- Be familiar with and adhere to relevant professional codes of ethics, the values of Alfred Health, and relevant legislation (in particular the Mental Health Act Vic (2014) and the Guardianship & Administration Act (1986)).
- 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 authorised by: Kathryn Henderson
Date: 10/5/2021