POSITION DESCRIPTION – Alfred Health

DATE REVISED: 9th September 2020

POSITION: Mental Health Support Worker

AWARD/AGREEMENT: Victorian Psychiatric Services Certified Agreement

CLASSIFICATION TITLE: Community Development CL1A Year 1-4

ACCOUNTABLE TO: Nurse Manager, CMHT

OPERATIONALLY ACCOUNTABLE: SKRC Site Manager

PROFESSIONALLY ACCOUNTABLE: Associate Director of Nursing & Operations, Alfred Mental & Addiction Health

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

DEPARTMENT
Alfred Mental & Addiction Health (AMAH) is the Area Mental Health Service 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 in St.Kilda, Alma Road CCU in St. Kilda, the Child & Adolescent Service currently located in Moorabbin and Aged Psychiatry based at Caulfield Hospital.

AMAH Adult services comprise 3 Programs:
- Acute Program (Adult Psychiatric Inpatient Units)
- Emergency and Consultation Liaison Psychiatry (Triage, CATT, Emergency Dept and CL)
- Community Psychiatry (see below)

**POSITION SUMMARY**

The Mental Health Support Worker role will work closely with the SKRC clinicians to assist with non-clinical task and support for consumers. This service will assist clients to make the move to self-management with community based support services, and general practice. It will provide extra support to facilitate discharge when client’s needs have significantly reduced. This will include the provision of care co-ordination and support of clients that are in the process of graduating from the service. The team will also focus on developing strong links with the clients primary care providers to ensure smooth transition from service.

**KEY CAPABILITIES AND VALUES:**

**A. Consumer Support and Community Integration**

- Assisting consumers to attend appointments
- Support stable clients with set up & use of technology to support Telehealth reviews
- Non-clinical team based tasks
- Public transport training
- Linking consumers with non-clinical community services as appropriate
- Other duties as directed within scope of practice

**B. Communication**

- Support the philosophy of collaborative, coordinated and integrated care.
- Foster strong working partnerships with relevant NGO partners and other teams within AMAH
• Demonstrate the ability to influence, advocate and negotiate with a range of clinical and non-clinical stakeholders.
• Communicate (both written and verbal) information in a way which is clear, succinct and relevant.

C. Quality and Safety
• Ensures organisational policies and procedures are followed by staff and that clinical standards are constantly monitored and met.
• Ensures a safe and effective workplace for all staff, visitors and service users.
• Promotes adherence to all relevant OH&S policies and procedures, including those associated with home visiting and sets an appropriate example to other staff.
• Thoroughly documents all aspects of assessment and care in a timely manner and ensures relevant clinical information is communicated as necessary.
• Ensure that KPI indicators are met as defined to ensure excellence in clinical practice.

D. Professional development and education
• Develops and maintains own professional development and competence
• Adheres to all mandatory training requirements
• Actively participate in supervision

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:
• 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

KEY CAPABILITIES AND VALUES:

Capabilities for all staff:
• A current driver’s licence is required to undertake this role.
• A current working with Children’s Check is required for this role
• Commitment to the philosophy of community treatment for people with substantial and prolonged mental illness.
• A history of ongoing professional development.
• A Police check will be required.
• The incumbent will be required to perform other duties as directed.
• The Alfred is an Equal Opportunity Employer.

Essential

• Certificate IV in Mental Health

Position Description authorised by: Paul Smart SKRC Site Manager

Date: 9/09/20