

Position Description

Position Title	Senior Mental Health Clinician
Position Number	30028743
Division	Clinical Operations
Department	ECAT Triage PARC
Enterprise Agreement	Victoria Public Mental Health Services Enterprise Agreement 2021 - 2024
Classification Description	Registered Nurse Gr4, Social Worker Gr3, Occupational Therapist Gr3
Classification Code	NP75-77; YC46-49, YB24-27
Reports to	Manager - ECAT
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, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service 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.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The ECAT Triage PARC Department

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 performs a prompt Psychiatric Assessment and coordination of treatment for persons presenting to ED with mental health concerns.

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 also serves as the single point of entry for Bendigo Health Mental Health Services.

From anywhere in Victoria, 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 for the cost of a local call (mobile calls excluded).

Prevention and Recovery Care (PARC) 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 24 - 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.

The Short Term Treatment Team (STTT) is a mental health multidisciplinary team who provide access to community based psychiatric assessment, support, and specialist treatment. The STTT 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. PACER can only be accessed by a 000 Emergency Service call with an initial response and assessment by Victoria Police.

The Position

The HOPE (Hospital Outreach Post-Suicide Engagement) Program provides support for people at the point of hospital discharge who are identified as at-risk of suicide or those who express serious suicidal ideation. The aim of HOPE is to provide assertive, tailored and evidence based clinical outreach and support alongside psychosocial support for a period of up to three months.

This is an exciting opportunity to work in a multidisciplinary team. As the Senior Mental Health Clinician you will provide high quality clinical aftercare support to consumers of the HOPE program. You will be supported to use Evidence-based suicide prevention frameworks and strategies in your practice. As the Senior Mental Health clinician you will provide leadership, supervision and mentoring to the psychosocial support staff in the HOPE program, and will work closely together with the HOPE Coordinator in processing and allocation of referrals, primary and secondary consultations and further development of the HOPE program.

Responsibilities and Accountabilities

Key Responsibilities

Working under the direction of the HOPE Coordinator, Manager and Consultant Psychiatrist(s), the Senior Mental Health Clinician role involves:

Clinical Responsibilities:

- Provide high level assertive clinical aftercare services including: assessment, care planning, psychotherapeutic intervention and holistic care support to consumers presenting post suicide attempt or experiencing significant suicidal ideation.
- Deliver, and provide guidance to other staff on, evidence-based suicide prevention and intervention models of care.
- In consultation with the client, family and carer(s), and other care providers, formulate, negotiate, document, monitor and maintain a Recovery Plan, including safety plans for each patient to support optimum outcomes for the consumers.
- Provide HOPE based practice primary and secondary consultation to other Bendigo Mental Health services.
- Ensure clear documentation of suicide risk assessment and monitoring and maintenance of all required documentation, including clinical records and statistical data as per service policy
- Ensure the delivery of a safe, supportive, trauma-informed, culturally-sensitive, recovery-oriented & family/carer inclusive experience for all consumers.
- Contribute to provision of clinical care and support of clinicians working with consumer under a HOPE model in other clinical teams e.g. the integrated regional and rural teams.

- Undertake a range of psychosocial interventions and therapies that address the consumer's drivers of suicidality including psycho-education, Cognitive Behaviour Therapy, recovery-orientated practice, trauma informed care, anxiety management strategies, behaviour modification etc.

Education Responsibilities:

- In collaboration with the Coordinator and MHPDU, provide education to the broader service in evidence-based psychotherapeutic interventions for consumers experiencing suicidal ideation.

Supervision Responsibilities:

- Provision of clinical and practice support supervision to psychosocial support workers and provide mentoring and supervision for other program staff, and students and other staff during rotations to the HOPE program.
- Promote a positive team culture that supports reflective practice and shared learning

Professional Development:

- Clinicians are required to complete & maintain compliance with the relevant Bendigo Health mandatory training modules.
- In addition, HOPE Clinicians are required to complete & maintain compliance with the Victorian Department of Health HOPE Program learning domains.

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

Essential

1. Current registration as a Registered Nurse, Occupational Therapist with the Australian Health Practitioner Regulation Agency. Social Worker – membership, or meets the eligibility requirements for membership, with the Australian Association of Social Work.
2. Post graduate qualifications in mental health or to have completed a specialist undergraduate psychiatric program and/or related field.
3. Demonstrated advanced knowledge, experience and expertise in the assessment, care planning & therapeutic interventions of consumers whom have attempted suicide; or are at risk of suicide.
4. Demonstrated skills and experience of working with at-risk and vulnerable populations groups, including, but not limited to ATSI; CALD; LGBTQIA+; Youth; Disabilities; Neurodiversity and Victims of Trauma
5. High level ability to liaise, consult & work collaboratively with Primary & Tertiary Mental Health Professionals, Community Support Service Providers, the Lived Experience Workforce and a Consumer's chosen family/carer/support network in pursuit of achieving optimum outcomes for consumers.
6. Demonstrated leadership and commitment to a client-centred, trauma informed, culturally sensitive & recovery-oriented practices.
7. Experience in the provision of Clinical Supervision, Mentoring & Support of Staff, Adult Education, training and staff development, whilst demonstrating a commitment to ongoing professional development and compliance with Bendigo Health mandatory training requirements.
8. Demonstrated time management in workload priorities, coordinating tasks & working to deadlines; along with high levels of organisational, communication and interpersonal skills required.

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.

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 Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional 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 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.