



Goulburn Valley Health Position Description



Position Title:	headspace Enhanced Care Clinician
Operationally reports to:	General Manager headspace Shepparton
Professionally reports to:	Dependent on qualifications
Department:	Headspace Shepparton
Directorate:	Community Care & Mental Health
Cost centre:	H0504, H0510
Code & classification:	Registered Psychiatric Nurse Grade 3 (NP81 – NP74) Psychologist Grade 2 (PK1 – PK4), Social Worker Grade 2 (YC42 – YC45) or Occupational Therapist Grade 2 (YB20 – YB23)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2017-2021 and its successors; or Victorian Public Mental Health Service Enterprise Agreement 2016-2020 and its successors; and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2019-23* provides the direction for GV Health with key elements summarised below.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.



GV Health



CREATE. Outstanding.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2019-23* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The Enhanced Care Clinician role is responsible for providing assessment, psychological interventions, functional recovery and family support to young people at risk of developing severe mental health conditions or with complex presentations. The Enhanced Care Clinician will work within the multidisciplinary Enhanced Care Team and as part of the broader **headspace** Shepparton team.

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25-year olds. Our purpose is to build resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities. **headspace** Shepparton was established in 2013 with Goulburn Valley Health as the lead agency and with the support of six local agencies who form the **headspace** consortium advisory committee.

Enhanced Care services are provided to young people with severe and complex presentations. Severe illnesses can include psychosis, major depression, severe anxiety, eating disorders and personality disorders. Severity can also relate to level of risk, duration of illness, related comorbidities and psychosocial factors, complexity and intensity of service provision required and the impact on functioning that a young person presents with. The Enhanced Care Clinician will provide a comprehensive assessment, psychological interventions and case coordination within an holistic, integrated and recovery focussed service delivery model. The Enhanced Care clinician is responsible for providing services that are effective, high quality, responsive to client needs and focussed on client outcomes.

The Enhanced Care clinician is immediately responsible to the General Manager headspace Shepparton for the provision of safe, evidence based clinical care to young people on an individual or group basis and to ensure the highest professional standards are maintained and outcomes of care are achieved. The Enhanced Care Clinician is also responsible for promoting Goulburn Valley Health as a quality regional health service provider thus ensuring GV Health's strategic plan, mission and values are upheld.

EXTERNAL RELATIONSHIPS:

Liaises with:

- Community based health professionals including General Practitioners; public and private community based service providers
- External community agencies and education facilities
- Regional and metropolitan health care agencies

INTERNAL RELATIONSHIPS:

Liaises with:

- **headspace** Shepparton staff
- GV Health programs and services providing care across the care continuum – including Child and Adolescent Mental Health Services, community health & primary care services.
- Medical officers and other health professionals



KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Promote a youth friendly culture that welcomes all young people, family and friends accessing **headspace** Shepparton services.
- Engage young people as demonstrated by the ability to adapt styles of relating; reflective of the qualities of the young person and their current presentation and context.
- Complete assessment and with the young person's input develop a care plan
- Provide psychological interventions that are evidence based for young person's diagnosis and presentation and appropriate for the clinical pathway at **headspace** Shepparton.
- Work with the young person in a case coordination role to ensure access to additional services and supports to enhance their function and recovery.
- Participate in the implementation of therapeutic group work that addresses issues young people are presenting to **headspace** Shepparton with.
- Perform risk assessments, safety planning and identify when young people need to be stepped up to tertiary service and actively facilitate this.
- Practice family inclusive practice and identify support needs for family and friends of young people and plan how to address these.
- Provide supportive psychoeducation to family and friends to assist them in supporting the young people they care for.
- Maintain the young person's Electronic Medical Record and completing **headspace** h.a.p.i. surveys.
- Continue to build knowledge and skills in psychological interventions in youth mental health.
- Participate in clinical review, peer consultation and access team meetings.
- Work collaboratively with all aspects of the **headspace** team, consortium partners and key partners to provide integrated care.
- Build a culture of respectful and inclusive practice within the **headspace** team, promoting shared decision making and family inclusive practice.
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health and compliments the **headspace** Model Integrity Framework.
- Develop linkages with professional peers within GV Health, regional and state-wide networks

1. Quality and safe clinical care for consumers

- Contribute positively to individual client programs through timely clinical assessment, care planning, review and goal setting
- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Comply with best practice healthcare standards, legislation, and **headspace** Shepparton's Clinical Governance Framework and service guidelines
- Consumer feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Ensure an effective discharge from headspace that reflects the needs of the consumer.



2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team and external service providers to achieve desired consumer outcomes
- Respect the decisions and actions of others+
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Maintain current knowledge of clinical practice
- Actively participate and identify where improvements can be made to the quality of consumer care
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.
- Support, assist with or undertake approved research programs

4. Commit to ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Support the development of others by acting as a resource to colleagues and participating in orientation and precepting of new employees and supervising students
- Provision of appropriate supervision to less experienced clinical employees
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to consumers and the healthcare workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.



OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

KEY PERFORMANCE INDICATORS:

- Registration is maintained and clinical activity is within scope of practice
- Adherence to professional body code of conduct
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in relevant GV Health education framework
- Active participation in the Performance and Development review process
- Timely completion of documentation and h.a.p.i surveys
- Completion of projects and other reporting requirements

KEY SELECTION CRITERIA:

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.*
- Current Australian Health Practitioner Regulation Authority (AHPRA) registration or membership with the Australian Association of Social Workers (AASW).
- A minimum of 2 years clinical experience including working in mental health and experience in working with young people.
- Knowledge and understanding in relation to theories of young people's development in physical, social, emotional, vocational and cognitive domains and the context and impact of emerging mental illness.
- Demonstrated knowledge and experience of early intervention principles, evidence based strategies and therapeutic approaches in working with young people in with complex presentations.
- Well developed understanding of the comprehensive specialist mental health model of care for young people within an optimistic and recovery framework.
- Demonstrated ability to engage and work collaboratively with young people, their family and friends.
- Excellent interpersonal, written and verbal communication skills to facilitate productive and collaborative relationships within a multidisciplinary professional team environment.
- Hold a current full Victorian Drivers Licence.
- Satisfactory National History Criminal Check prior to commencement of employment.
- Satisfactory Working with Children Check prior to commencement of employment.
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.



Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general consumer handling and clinical duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ working alone ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ operating equipment ▪ handling general and infectious waste ▪ participating in shift work and on-call 	<ul style="list-style-type: none"> ▪ Exposure to substances and hazardous materials ▪ working at other locations may be required ▪ dealing with anxious or upset consumers or members of the public ▪ driving a motor vehicle

Reviewed by	General Manager for headspace Shepparton
Issued	January 2019
Reviewed	January 2020

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ /_____/_____

(Print Name)