

Position Title:	Clinical Manager - Adult Community Mental Health Team
Operationally reports to:	Mental Health Divisional Operations Director
Professionally reports to:	Chief Nurse and Midwifery Officer/Allied Health equivalent
Department:	Adult Community Mental Health
Directorate:	Mental Health
Cost centre:	H0452
Code & classification:	Registered Psychiatric Nurse, Grade 5 (NP51) / Psychologist, Grade 3, Year 1 - 4 (PL1 - PL4) / Occupational Therapist Grade 3, Year 1 - 3 (YB24 - YB27) / Social Worker Grade 3, Year 1 - 4 (YC46 – YC49)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested Is subject to the Victorian Public Mental Health Services Enterprise Agreement 2016-2020; and GV Health Policies and Procedures (and as varied from time to time) or Is subject to the Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2012-2016 and its successors; and GV Health Policies and Procedures (and as varied from time to time) or Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016 – 2020 and its successors, and GV Health Policies and Procedures (and as varied from time to time).
Employment conditions:	

Goulburn Valley Health (“GV Health”) is the Regional Public Health Service for the West Hume Sub Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth and additional sites in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, mental health, aged and primary health and community support services across the West Hume Sub Region. The main campus in Shepparton is the major acute referral site for the sub region.

OUR VISION

Healthy communities

OUR MISSION

GV Health is the regional provider of health services. We will:

- Provide the highest quality care and service in the prevention, diagnosis and treatment of injury, disease and other clinical conditions;
- Support integrated health care;
- Drive innovation in healthcare provision;
- Work in partnership with others to promote healthier communities;
- Provide leadership in health care to the region;
- Provide opportunities for teaching, training and research in health care; and
- Attract health care professionals as an employer of choice.

OUR VALUES

Compassion	We are caring and considerate in our dealings with others
Respect	We acknowledge, value and protect the diversity of beliefs, and support the rights of others in delivering health services
Excellence	We act with professionalism to bring the highest quality of health care to meet the needs of our patients
Accountability	We will be responsible for the care and patient outcomes provided by GV Health, and the consequences of our actions
Teamwork	We work constructively and collaboratively within GV Health as well as with external partners to deliver integrated care to our patients
Ethical Behaviour	We act with integrity, professionalism, transparency, honesty and fairness to earn



the trust of those we care for

ROLE STATEMENT:

The Adult Community Mental Health Program provides a wide range of mental health services to people between the ages of 16-64 who are either permanently or temporarily resident in the City of Greater Shepparton and the Shires of Moira, Strathbogie, Mitchell and Murrundindi. The program operates from the Community Mental Health facility located in Goulburn Valley Hospital, Shepparton with a satellite clinic based in Seymour.

The Adult Community Mental Health Team operates as an integrated team providing intake, acute response, home treatment and case management. Goulburn Valley Area Mental Health Service, in partnership with Wellways operates two community based residential services located in the City of Greater Shepparton. The Prevention and Recovery Care Program (PARC) allows for consumers to receive acute psychiatric treatment and care either by direct admission from the consumer's usual environment or following a period of stabilisation, by transfer from the acute psychiatric in patient facility. Wellways staff manages the PARC facility, with acute psychiatric treatment provided by the Shepparton Adult Community Mental Health Team. The Adult Community Mental Health Team provides in reach psychiatric treatment and care to consumers undertaking the Specialist Residential Rehabilitation Program. Wellways staff provides the rehabilitation component of care and is responsible for the management of the facility.

The Clinical Manager is responsible for managing all the day to day aspects of the multi-disciplinary team including rosters, caseload monitoring and review, outcome measurement and the achievement of Health Service Agreement targets and key performance indicators.

The Clinical Manager works together with the Clinical Director, Adult Program and Consultant Psychiatrists to provide clinical governance and leadership for the adult community mental health team, including the development of systems of care that are consumer and carer focused. The Clinical Manager is responsible for furthering partnerships with key agencies such as Wellways.

This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

EXTERNAL RELATIONSHIPS:

Liases with:

- External Auditors
- Government Departments
- Other mental health service providers
- Relevant client/community based organisations

INTERNAL RELATIONSHIPS:

Liases with:

- Divisional Operations Director Mental Health
- Divisional Clinical Director Mental Health
- Other mental health program and unit managers
- Mental health medical staff
- Other relevant divisional and department managers
- Senior Mental Health Nurse
- Consumer and Carer Consultants

Positions reporting to this role:

- Community Mental Health Clinicians
- Psychiatric Services Officers
- Clozapine coordinator



KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Foster an organisational culture that values and understands contemporary and best practice approaches to adult community mental health and promotes innovation to meet needs of people with mental illness in regional and rural areas.
- In partnership with the Clinical Director, Adult Program and Consultant Psychiatrists, provide senior clinical leadership and governance to the multidisciplinary team, including allocation of consumers to case coordinators/case managers.
- Supervise and coordinate the services provided by the team within the adult community mental health team
- Actively monitor and evaluate adequacy of the community mental health services provided
- Facilitate the team clinical review and planning processes with the Consultant Psychiatrists
- Ensure that the client records within the adult community mental health comply with relevant legislative requirements
- Participate in mental health forums, senior manager forums and other committees that may be required to support the operations of the program
- In consultation with the MH Divisional Operations Director contribute to local, state-wide and national planning and development initiatives relevant to community mental health
- Oversee the management and coordination of human resources, operational functions, and deliverables of adult community mental health
- Actively participate in projects, service improvement initiatives relevant to adult community mental health
- In consultation with the MH Divisional Operations Director, seek out and develop applications for relevant funding submissions relevant to adult community mental health
- Provide advice and leadership in the design, development and/or improvement programs and services for adult community mental health
- Ensure timely reporting on required outcome measures and client data relevant to adult community mental health
- Lead the development and implementation of the Annual Operation Plan and Annual Quality Plans to ensure risks are managed improvement objectives are met
- Lead the financial functions of adult community mental health team including the development, monitoring and reporting on the annual budget.
- Lead the development and provision of the monthly report to the relevant MH Divisional Operations Director against key performance indicators for financial, human resources, quality and risk objectives
- Lead/develop and implement governance projects/quality committees and activities as required
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health

1. Quality and safe clinical care for consumers

- Support employees to work in collaboration with consumers, families/representatives or carers by providing timely information involving them in care planning and treatment decision making
- Operationally manage the clinical practices and ensure standards of care maximise health outcomes by continually monitoring, evaluating and improving practices
- Ensure safe consumer care is provided by maintaining appropriate staffing and skill mix levels
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Ensure compliance with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards



- Measure consumer experience and respond accordingly to feedback and complaints including reporting findings to appropriate management and committees

2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team 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 in identifying where improvements can be made to the quality of consumer care
- Participate in incident and sentinel/adverse event reviews and ensure learnings are implemented to prevent reoccurrence
- Actively support clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

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

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, employment principles and legislative requirements are met
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities
- 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
- 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:

- Where relevant 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:

- The department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- 80% attendance and active participation at committees, working groups and meetings
- Rostering is completed in accordance with the relevant Enterprise Agreement requirements
- Registration is maintained and working within scope of practice

KEY SELECTION CRITERIA:

(Please respond to this section in your application)

- A commitment to GV Health values: Compassion, Respect, Excellence, Accountability, Team Work and Ethical Behaviour
- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse, Clinical Psychologist or Occupational Therapist or current membership with the Australian Association of Social Workers
- Significant clinical and management experience in community based psychiatric care
- An ability to provide professional leadership support and supervision to other team members with a demonstrated capacity to work autonomously
- Well-developed interpersonal and communication skills (written and verbal) and proven ability to liaise, negotiate and communicate with staff and other service providers
- Demonstrated abilities in the development and implementation of operational plans and achieving outcomes
- Demonstrated understanding of the complexities of the Victorian mental health system including relevant legislative frameworks
- Sound financial and staff/human resource management skills
- Demonstrated ability in the planning, implementation and evaluation of psychiatric service provision.
- Uphold consumer and carer rights within the framework of the Mental Health Act 1986 (Vic) and the Mental Health Amendments Act 2003 and model a service delivery system that is responsive to gender, culture and diversity
- Demonstrated knowledge of Employment Equal Opportunities, Professional Boundaries, Code of Professional Conduct and Bullying and Harassment in the workplace
- Satisfactory Working with Children Check prior to commencement of employment
- Satisfactory National Criminal History Record Check 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:	
<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	Divisional Operations Director
Issued	October 2017
Reviewed	October 2018

I acknowledge:

- 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)