

## Position Description

<b>Position title:</b>	Mental Health Triage Clinical Lead	<b>Location:</b>	Chatswood
<b>Reports To:</b>	Mental Health Commissioning Manager	<b>Direct Reports:</b>	Clinical Intake Team
<b>Working Relationships Internal:</b>	<ul style="list-style-type: none"> <li>Commissioning &amp; Partnerships team</li> <li>Clinical Intake team</li> </ul>	<b>Working Relationships External:</b>	<ul style="list-style-type: none"> <li>General Practitioners</li> <li>Allied Health Providers</li> <li>Commissioned Services</li> </ul>
<b>PD Approved:</b>	GM – Commissioning & Partnerships	<b>Approved:</b>	16 August 2019

### Organisation description

Sydney North Health Network (SNHN) works on behalf of the Commonwealth to improve health outcomes for patients by increasing the capability and capacity of the primary healthcare workforce to ensure patients receive the right care, in the right place at the right time.

### Position purpose

<b>Position purpose:</b>	<p>As part of the Stepped Care stream, the Mental Health Triage Clinical Lead will work in a collaborative team supporting the screening, assessment and triaging of clients referred into a range of mental health and suicide prevention services commissioned by SNHN. The Clinician will also provide in-practice support to General Practitioners to understand and utilise the range of SNHN commissioned mental health and drug &amp; alcohol services.</p> <p>Located on the SNHN site, with some flexibility to work offsite, the clinician will use information provided by referrers, primarily General Practitioners, to assess, clinically stage and make recommendations for clients referred to SNHN for mental health treatment and support.</p> <p>The role will liaise with, and provide treatment pathway recommendations to, General Practitioners and other referrers as required, supporting a stepped care approach to mental health in the region.</p>
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### Accountabilities

<b>Primary accountabilities:</b>	To ensure the organisation works as effectively as possible to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These accountabilities and outcomes are reviewed with team members and managers:
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	<ul style="list-style-type: none"> <li>formally at least annually and informally on an ongoing basis.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide direction and supervision to the Mental Health Intake team.</li> <li>Oversee the operations of the Intake team, ensuring referrals are triaged and managed within established timeframes and within a stepped care approach to mental health.</li> <li>Proactively engage with General Practice staff and other referrers and providers to promote an understanding of the eligibility and intake process for SNHN Commissioned mental health services and other relevant services including appropriate referral pathways for clients.</li> <li>Screen, assess and appropriately triage and stage clients referred to SNHN mental health services.</li> <li>Ensure risk information is received and responded to within treatment pathway.</li> <li>Liaise with referring providers, clients and family members to gather required referral information</li> <li>Undertake activities to support mental health stepped care and service integration, including development of decision support tools and referral algorithms.</li> <li>Maintain client records utilising SNHN Client Information Management System.</li> <li>Work with the Intake team to produce relevant reports and data to monitor and evaluate program and services delivery.</li> <li>Work as part of the Intake team and broader programs teams, taking initiative to: <ul style="list-style-type: none"> <li>identify and respond to quality improvement needs and developing practice and,</li> <li>manage performance of intake team and activities in consultation with senior leadership.</li> </ul> </li> <li>Ensure the confidentiality of clients and providers is protected, following SNHN confidentiality and privacy policy and procedures.</li> <li>Contribute to six monthly clinical audits to determine effectiveness of the service.</li> <li>Contribute information to the SNHN Clinical Governance Committee.</li> <li>Participate in team meetings and attend relevant events as required.</li> <li>Contribute to the development of: <ul style="list-style-type: none"> <li>clinical policies,</li> <li>document templates, forms or processes to support client intake, triage and referral pathways.</li> </ul> </li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>Comply with contractual obligations and deliverables as contained in the various approved Department of Health (DoH) Annual Plans and other funding agency agreement.</li> <li>Demonstrate a commitment to SNHN's vision and values: <ul style="list-style-type: none"> <li>~ SNHN Vision – Achieving together – better health, better care</li> <li>~ SNHN Values – iCare <ul style="list-style-type: none"> <li>Innovation – We Create, We Initiate, We Inspire</li> <li>Collaboration – We Listen, We Understand, We Respond</li> <li>Accountability – We Define, We Adapt, We Deliver</li> <li>Respect – We Inspire Trust, We Are Open, We Act Ethically</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Excellence – We Own It, We Commit to It, We Achieve It.</li> <li>● Respect the confidentiality of patients and general practice in line with the organisation’s related Policies, Procedures and the Privacy Act.</li> <li>● Comply with the organisation’s policies and procedures.</li> <li>● Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary, any untoward accident, incident or potentially hazardous environment.</li> <li>● Fulfil other duties commensurate with the role as directed.</li> </ul>
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## Organisational expertise

<b>Subject Matter Expertise</b>	In delivering on accountabilities above it is expected that you will build expertise (be the organisational SME) in the following key organisational policies, processes and documents:
<b>SNHN Policies / Procedures</b>	
<b>SNHN DoH Contracts:</b>	Not applicable.
<b>SNHN Supplier Contracts</b>	

## Scope of authority

<b>Direct employees work</b>	Direct Reports	<b>Approve employee expenditure:</b>	Not authorised
<b>Recruit/ terminate employees:</b>	Not authorised	<b>Have Media contact:</b>	Not authorised
<b>Enter into Contracts:</b>	Not authorised	<b>Other (Detail here)</b>	Not authorised

## Key selection criteria - qualifications and experience

<b>Required experience, capabilities and qualifications</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>● Must hold a recognised degree in Psychology or other mental health-related discipline including: <ul style="list-style-type: none"> <li>○ Nursing,</li> <li>○ Social Work or</li> <li>○ Occupational Therapy</li> </ul> </li> <li>● Be eligible for membership of the relevant professional association and full registration through the Australian Health Practitioner Regulation Agency where legislated</li> <li>● Demonstrated commitment to consumer and carer focused clinical practice which is collaborative and provided in a holistic and respectful way.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Demonstrated experience and ability to engage with stakeholders to promote mental health services and build capacity to make appropriate referrals</li> <li>• High level of:             <ul style="list-style-type: none"> <li>○ interpersonal, communication and organisational skills</li> </ul> </li> <li>• Proficiency in computer skills such as:             <ul style="list-style-type: none"> <li>○ the use of Client Information Management Systems and</li> <li>○ Microsoft applications.</li> </ul> </li> <li>• Demonstrated ability to:             <ul style="list-style-type: none"> <li>○ conduct a thorough Mental Health Screening/Assessment and</li> <li>○ clinically stage and triage clients referred with mild to acute presentations.</li> </ul> </li> <li>• Knowledge, skills and experience in the assessment of a range of treatments relevant to working with adults, children and adolescents with mental health issues (particularly CBT-based interventions);</li> <li>• Demonstrated ability to comply with protocols in relation to:             <ul style="list-style-type: none"> <li>○ staff safety,</li> <li>○ maintaining patient records,</li> <li>○ reporting and,</li> <li>○ following clear lines in relation to clinical accountability.</li> </ul> </li> <li>• Ability to stay calm in stressful situations and challenging circumstances.</li> <li>• Experience and commitment to working as part of a multidisciplinary team.</li> <li>• Understanding of the mental health service system including referral pathways</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• An understanding of the primary health care environment and experience in communication with health care professionals and consumers within the SNHN boundaries.</li> <li>• An understanding of recovery principles.</li> </ul>
<p><b>Certifications required</b></p>	<ul style="list-style-type: none"> <li>• Certification of required tertiary qualifications and professional memberships.</li> <li>• National Police Clearance Check.</li> <li>• Working with Children Check.</li> <li>• Reference Checks (2) from past employers.</li> </ul>
<p><b>Special conditions</b></p>	<ul style="list-style-type: none"> <li>• Some out of hours work on weekends or evenings may be required, for example, attendance at community forums or meetings, for which time off in lieu may be taken.</li> <li>• Intrastate, interstate travel may be required.</li> </ul>
<p><b>Workplace Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Adhere to organisation policies and procedures relating to Workplace Health and Safety and take responsibility at all times for own and colleagues wellbeing.</li> </ul>

## Position Description Acceptance/Agreement

I, \_\_\_\_\_ declare that I have read, understand this position description and I understand these tasks and accountabilities may be varied from time to time by the organisation in response to changing priorities.

**Name** \_\_\_\_\_ **Signature** \_\_\_\_\_ **Date** \_\_\_\_\_