

Position Title:	Clinical Lead
Operationally reports to:	General Manager headspace Shepparton
Professionally reports to:	Relevant Discipline Senior - Chief Nurse and Midwifery Officer or Chief Allied Health Officer or Senior Clinical Psychologist
Department:	headspace
Directorate:	Community Care & Mental Health
Cost centre:	H0504
Code & classification:	Registered Psychiatric Nurse Grade 4 (NP75 – NP70), Social Worker Grade 3 (YC46 - YC49), Psychologist Grade 3 (PL1-PL4), Occupational Therapist Grade 3 (YB24 - YB27)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Victorian Public Mental Health Service Enterprise Agreement 2016-2020 or Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2017-2021 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.



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 **headspace** Clinical Lead is a key leadership position within the headspace Centre team and provides oversight of the coordination and delivery of clinical services. The Clinical Lead is primarily responsible for providing clinical leadership and direction to the multidisciplinary **headspace** team, ensuring that day-to-day clinical work is carried out to effectively meet the needs of young people.

headspace is funded by the Australian Government as part of its Youth Mental Health Initiative, providing early intervention mental health services to 12-25 year olds. The mission of **headspace** is to collaborate in design and deliver innovative ways of working with young people to strengthen their mental health and well-being, while ensuring that the evolving and unique needs of young people are at the heart of all endeavours. **headspace** Shepparton was established in 2013, with Goulburn Valley Health as the lead agency and with the support of five local agencies that form the headspace consortium advisory committee. To find out more about **headspace** visit <http://headspace.org.au/>

headspace Shepparton provides a range of clinical services including brief interventions, individual counselling and psychological interventions, group programs and enhanced care services for young people with severe and complex presentations. Mental health services are supported by a range of services to support young person's concerns in regard to their physical and sexual health, alcohol and other drugs and work and study.

The incumbent will contribute to the development of safe, evidence-based and innovative clinical services and will promote the delivery of mental health services that are of the highest quality. The Clinical Lead will provide clinical support and guidance to clinical staff and ensure staff are provided with adequate supervision. The incumbent will also be keenly engaged in clinical and caseload reviews and will actively manage referrals and demand for clinical services. The Clinical Lead will also carry a clinical caseload.

The Clinical Lead will be an experienced and innovative professional with considerable knowledge and experience in mental health service delivery and adept in leading a multidisciplinary team. The Clinical Lead will work collaboratively with all clinicians located at the headspace Centre and will report to the Centre Manager. This position will also form and maintain working relationships with key agencies in the community to establish integrated care pathways for young people.

The **headspace** Clinical Lead is 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:

Liases 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

Positions reporting to this role:

- Not applicable

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Monitor and lead the ongoing delivery and improvement of a high standard of evidence-based care to clients, including appropriate clinical services across the mental health spectrum.
- Provide clinical leadership, consultation and expertise to headspace clinicians and private practitioners in the delivery of specialist mental health care to young people and their families.
- Contribute to the development and review of clinical governance documents and processes.
- Demonstrate and maintain personal competency in the performance of high quality clinical and technical skills through involvement in direct service delivery.
- Contribute to the vision, strategic planning, and relevant policy development for the headspace centre and actively participate as a member of the management team.
- Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the delivery of services at the headspace centre.
- Ensure clinical staff are appropriately oriented and provided with adequate supervision, training and professional development. This may also involve the clinical supervision of tertiary students where applicable.
- Ensure clinical review meetings occur regularly and that clinical documentation is completed appropriately.
- Liaise and work closely with consortium members and external providers who provide in-kind contributions to ensure the effective functioning of the headspace centre.
- Manage clinical resources and rosters in a flexible and efficient manner to effectively manage client loads and to ensure timely and responsive service delivery
- Lead/develop and implement innovative projects and quality assurance activities that strengthen service delivery and improve young peoples' wellbeing.

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
- Ensure compliance with relevant quality and safety professional and healthcare standards.
- Identify clinical risk issues and areas for improved clinical outcomes.
- Operationally manage the clinical practices and ensure standards of care maximise health outcomes by continually monitoring, evaluating and improving practices
- In collaboration with centre manager, ensure safe consumer care is provided by maintaining appropriate staffing and skill mix levels
- 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

- 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 and external service providers to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Lead and 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

- 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

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

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).

KEY PERFORMANCE INDICATORS:

- Registration is maintained and clinical activity is within scope of practice
- Adherence to professional code of conduct
- 80% attendance and active participation at committees, working groups and meetings
- 100% compliance with core competencies and training requirements as outlined in relevant GV Health education framework
- Active participation in the Performance Development and Review process
- Timely completion of documentation and data requirements
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Current full Australian Health Practitioner Regulation Authority (AHPRA) registration or membership with the Australian Association of Social Workers (AASW).
- Tertiary level qualifications in mental health nursing or an allied health discipline including social work, psychology (clinical, counselling), or occupational therapy.
- A minimum of 7 years post qualification clinical experience (Social Work, Mental Health Nursing, Occupational Therapy). Psychologists must have a minimum of 5 years post qualification clinical experience.
- Experience in service development and maintaining continuous quality improvement.
- Demonstrated experience in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical review and performance management processes.



- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.
- Experience in complex clinical triage, assessment and referral.
- Demonstrated experience and advanced clinical skills in managing young people at risk, including suicide and violence risks.
- Demonstrated experience in a range of mental health service settings.
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Working with Children Check prior to commencement
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

Desirable

- Post graduate qualifications in an area related to youth mental health.
- A broad understanding of the mental health service system in the state, and knowledge of relevant legislation.
- A broad understanding of the primary care health system in Australia.
- A broad understanding of the challenges and experiences of young people in Australia, including specific community factors.

Personal Attributes

- Ability to relate to and work effectively with young people.
- High levels of professionalism, confidentiality and discretion.
- Positive and collaborative team player.
- Adaptability and flexibility to changing work environments and requirements.

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 headspace Shepparton
Issued	May 2020
Reviewed	May 2021



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)