# General Information

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| **Position Title:** | Mental Health Clinician (Psychology) |
| **Division/Department:** | Epworth Clinic Allied Health |
| **Position Reports to:** | Program Manager for Mental Health |
| **Enterprise/Individual Agreement:** | Epworth HealthCare Dietitians/Psychologists/Medical Scientists/Medical Physicist Enterprise Agreement 2021- 2025 |
| **Classification/Grade:** | P2 |
| **Location:** | Epworth Camberwell |
| **Employment Status:** |  Part-Time |
| **Resource Management**(for Management positions only)**Number of Direct Reports:****Budget under management:** | N/A |
| **Key Relationships - internal and external** | * Patients and family members & visitors
* Multi-disciplinary team members and Nursing staff
* Rehabilitation Consultants, Medical Staff & VMO’s
* External service providers and referrers
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1. **Overview of Epworth HealthCare**

Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the Epworth website.

Epworth’s purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

# Epworth HealthCare Strategy



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| All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose. |
| **Exceptional patient experience and outcomes -** To empower our patients and deliver compassionate, expert and coordinated care. |
| **A thriving healthcare organisation -** To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profithealthcare organisation. |

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| **Remarkable place to work and practice -** To ensure Epworth is an outstanding place to work and practice through a culture of careand investment in our people. |
| **Digitally connected care -** To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors. |

1. **Purpose of the Position**

The role of Mental Health Clinician is to provide optimal mental health interventions to consumers at Epworth Clinic through the use of individualised recovery goals, evidence based clinical interventions that promote long-term health and wellbeing, that are consistent with Epworth's Mission and Values.

Working within a multidisciplinary team, the role will provide effective clinical, educational, emotional support and holistic best practice care to the consumer and the family, whilst promoting excellence to our customers and the marketplace and support colleagues by sharing knowledge and expertise.

# Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

**Clinical Governance Domain Role**

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| ***Leadership and culture*** | Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learnedand patient safety and quality is a priority at all levels of the organisation. |
| ***Consumer Partnerships*** | Understand and where relevant, ensure that each patient is actively involved in their own care and treatment includingfamilies/carers wherever possible. |
| ***Effective Workforce*** | Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care. |
| ***Clinical Safety and Effectiveness*** | Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the rightplace and patient outcomes are monitored and improved. |
| ***Risk Management*** | Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in riskmitigation strategies. |

# Key Accountabilities

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| **KEY RESPONSIBILITIES** | **MEASURES/KPIs TO BE ACHIEVED** |
| Clinical Care/Professional Practice* Ensure optimal level of function and independence for all consumers in the clinical caseload by appropriate assessments and treatments, provided in both individual and group sessions
* Assess consumer in relation to psychosocial aspects of their environment and determine appropriate interventions to address the life challenges and enhance their wellbeing
* Establish and maintain appropriate standards of practice relating to consumer admission, assessment, treatment, family liaison and discharge planning
* Implement counselling services within the clinical area as appropriate
* Demonstrate empathy and compassion and encourage consumer and family members participation in all stages of care
* Provide clinical leadership in a specialty area, demonstrating well consolidated skills and the application of theory to practice
* Practise in accordance with the National Safety and Quality Health Services(NSQHS) Standards
* Demonstrate reflective, critical thinking and evidence based approach to the provision of consumer care
* Maintain consumer confidentiality as prescribed by the relevant acts and organizational policies and procedures
* Contribute to the development and maintenance of new and established clinical services
 | * Provision of individual and group programs for current consumers
* Strong clinical risk assessment, management and intervention skills
* Appropriate standards of practice relating to assessments and treatments are implemented in a timely manner
* Compliance with mandatory and team based documentation in consumers medical record within agreed timeframes
* Timely intervention is provided to support the team in achieving consumers length of stay goals
* Sound relationships are developed and maintained with customers, family and colleagues
* Consumer satisfaction results meet organisational targets
* Compliance with NSQHS and clinical competencies
* Compliance with accepted professional standards and Code of Ethics
* Compliance with legislative and common law requirements including Privacy Act and Health Records Act
* Adherence to all Epworth Policies and Procedures
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| * Understand and implement Epworth HealthCare Policies and Procedures and departmental work place instructions
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| **Customer Service**Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including consumers and external suppliers. Superior consumer service leads to improved recovery in a trusting, caring environment and also creates a safe environment for consumers and employees.* Provide excellent, helpful service to consumers, visitors and staff
* Communicate with clear and unambiguous language in all interactions, tailored to the audience
* Build customer relationships and greet customers and consumers promptly and courteously
* Actively seek to understand consumers' and their family's circumstances, expectations and issues
 | * Consumer and customer service satisfaction surveys within agreed targets
* Ensures the consumers have the opportunity to actively participate in their treatment planning and implementation
* Use AIDET principles in all interactions
* Issues or concerns are proactively escalated to the manager and resolved in a timely manner
* Compliments and complaints recorded on Riskman
* Consistently meet or exceeds the expectations of our consumers and customers at all times
* Awareness of Epworth HealthCare's complaints process and assistance provided to consumers if required
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| Leadership* Role model high quality professional care to both consumers and peers
* Participate in the orientation of new and casual staff
 | * Supervision and/or line management sessions completed
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| Team Work /Communication* Actively participate as a member of the department and multidisciplinary team
* Provide positive and constructive feedback to other team members
 | * Collaborate effectively with all other team members and external agencies, for efficient consumer management
* Supportive environment for both consumers and staff is provided
* Attendance and active participation in departmental and multidisciplinary team meetings and relevant committees
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| Continuous Quality Improvement* Initiate, lead and actively participate in Quality activities ensuring opportunities for improvement are actively explored and best practice is achieved
* Provide suggestions and feedback to consistently improve service delivery, clinical practice and consumer satisfaction
* Strive to enhance the Social Work Department and Epworth’s positive image within the community
 | * Lead, drive and complete quality improvement projects
* Evidence of participation in quality enhancement activities
* Quality projects are completed within agreed time frame
* Demonstrated commitment to Australian Commission on Safety and Quality in Health Care, National Safety and Quality HealthCare Services (NSQHS) Standards.
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|  | * Departmental resources, equipment and educational information are maintained and updated.
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| Personal and Professional Development* Participate in the ongoing professional development of self, colleagues and the wider Epworth HealthCare community by upgrading clinical competencies and knowledge and participating in both internal and external educational opportunities
* Impart clinical knowledge through structured in-service programs, lectures and tutorials
* Actively participate in Performance Development Plan annually and evaluate personal performance and plan self-development
 | * Participation in department meetings
* Participation in in-service and education activities
* Completion of performance review and development plan
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| **Safety and Wellbeing*** Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace
* Report all hazards, incidents, injuries and near misses immediately to the manager and log them in RiskMan
 | * Adhere to infection control/personal hygiene precautions
* Adherence to Epworth OHS policies, protocols and safe work procedures at all times
* Mandatory training completed at agreed frequency
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1. **Position Requirements/Key Selection Criteria**

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| **COMPONENT** |  |
| Qualifications | Essential* Masters or Doctoral degree in Clinical Psychology or equivalent, Psychologist registration with the Australian Health Practitioner Regulation Agency (AHPRA),
* Working with Children Check
* Current (or eligible) for Medicare Provider number
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| Previous Experience | Essential* Demonstrated proficiency and sound theoretical knowledge of current psychiatric interventions and best practice. Particularly in assessment and intervention for consumers experiencing mental ill- health in both acute inpatient and outpatient setting.
* Proven skills and experience in assessing and managing at risk consumers
* Previous experience in the provision of mental health interventions and therapy (including DBT, CBT, ACT & Mindfulness)
* Experience facilitating groups
* Relevant experience in a hospital, rehabilitation or community setting

Desirable* Knowledge of community resources and referral processes
* Knowledge of discipline specific interventions such as psychological testing.
* Knowledge of medico-legal and health and safety issues as they relate to health care
* Understanding of private health care industry
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| Required Knowledge & Skills | Essential* Ability to asses and manage clinical risk including suicidality, self-harm and symptoms of mental ill health
* Sound theoretical knowledge of current evidenced based mental health practices, including discipline specific interventions
* Significant knowledge of the impact of injury and/or illness on psychosocial functioning and relationships
* Knowledge of behavioural and social sciences and the interrelationships between ill-health, family and the wider social system
* Well-developed expertise in assessment, intervention and discharge planning including activation of referrals in the community
* Demonstrated skill in working as a member of a team and liaising, collaborating and negotiating with other service providers and agencies, consumer’s families and carers
* Demonstrate well developed verbal and written communication and presentation skills
* Innovative, proactive and creative attitude to problem solving
* Ability to interact and collaborate with all members of a multidisciplinary team
* Excellent computer literacy including MS Office Word & Excel
* Knowledge and understanding of the National Standards and ACHS Accreditation Standards
* Appropriate knowledge of community resources and services
* Is customer-focussed/person-centred in-service provision and evaluation

Desirable* Skills in conflict resolution and ability to manage challenging behaviour
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|  | * Knowledge of medico-legal and health and safety issues as they relate to health care
* Understanding of private health care industry
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| Personal Attributes & ValuesAll employees are expected to consistently work in accordance with Epworth’s values and behaviours* Respect
* Excellence
* Compassion
* Community
* Integrity
* Accountability
 | Essential* Belief in consumer centred care
* Ability to work autonomously
* Sensitive to the psychosocial implications of illness
* Sensitive to cultural, racial and gender differences
* Helpful and professional manner
* Professional work ethic
* Practice within the ethos of the Epworth HealthCare Values and Behaviours
* Act as a role model Desirable
* Flexibility to assist others within the department and across sites as required
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**Document Control**

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| Date Developed: | Date Last Reviewed: | Developed and Reviewed By (Position Title): |
| July 2020 | May 2025 | Program Manager Mental Health |

# Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

 Employee Signature:

Print Name: Date: