

# Austin Health

## Position Description



### Position Title: Intake & Transitions Clinician (Bed Co-ordinator)

Classification:	Registered Psychiatric Nurse Grade 4 Occupational Therapist, Social Worker, Clinical Psychologist, or Speech Pathologist, Grade 3
Business Unit/ Department:	Adolescent Inpatient Unit, Infant Child and Youth Mental Health Service, Mental Health Division
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2021 - 2024 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2021 - 2025
Employment Type:	Full-Time, Part time negotiable 12 month fixed term position
Hours per week:	38
Reports to:	Nurse Unit Manager Adolescent Inpatient Unit
Direct Reports:	N/A
Financial management:	Budget: Nil
Date:	2 August 2023

## About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment. Austin Health's current vision is shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. [www.austin.org.au/about-us](http://www.austin.org.au/about-us). Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

## About the Mental Health Division

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community. The Mental Health Division incorporates four program areas:

- Triage, Assessment and Planning Service
- Adult Mental Health Services
- Infant, Child and Youth Mental Health Services and,
- Mental Health Specialty Services.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to consumer wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

## About ICYMHS

ICYMHS provides tertiary mental health services to the north-eastern catchment of Melbourne (currently the local government areas of Banyule, Boroondara, Darebin, Nillumbik, Whittlesea, and Yarra). Young people eligible for the service are predominantly aged 0-18 years with only several teams currently available for those aged up to 25 years. It is an exciting time for Austin as the ICYMHS directorate will be expanding in response to the recommendations from the Victorian Royal Commission into Victoria's Mental Health Services (2021).

ICYMHS currently have two inpatient units (a child and an adolescent unit), with future projects for residential programs - YPARC and Child and Family Centre. At present there are outpatient community teams and a number of specialist youth outreach teams.

## About the Adolescent Inpatient Unit

The Adolescent Inpatient Unit (AIPU) is one of four adolescent inpatient units in Victoria.

This unit has 11 beds and is based at the Austin Hospital in Heidelberg. Adolescents aged 13-17 are admitted for mental health assessment and treatment when their presentation requires high levels of containment, or for further investigations. These young people may be experiencing significant acute and complex emotional, behavioural and/or social difficulties and have usually had some outpatient treatment. A high proportion of the consumers are admitted in crisis.

The team is also supported by Austin School teaching staff who work to keep young people connected to their home schools or to help them reconnect to appropriate education pathways.

## Purpose and Accountabilities

### Role Specific

The Inpatient Intake & Transitions Clinician (Bed Coordinator) is a key member of the Adolescent Inpatient Unit's (AIPU) team within the Mental Health Division. The Intake & Transitions Clinician works closely with the interdisciplinary team and external referrers / other health services to ensure timely access to adolescent mental health inpatient beds at Austin Health and across the network of similar units in Melbourne. They will actively support consumer flow through the inpatient unit and work collaboratively to support safe and successful discharge to the community setting.

### Direct Comprehensive Care

- Provide a dedicated contact for bed coordination for all ICYMHS services within the designated inpatient area
- Receive referrals for admissions from referrers (ICYMHS metropolitan and regional services, private child and adolescent psychiatrists, emergency psychiatric services located in emergency departments, and PACER) and collect relevant information at the time of referral to determine operational and clinical requirements for admission
- Maintain the REACH website in accordance with REACH guidelines
- Work with referring services to facilitate timely access to inpatient care for the referred consumers
- Work collaboratively and professionally with external stakeholders to receive, collate, and disseminate referral information to appropriate parties for review
- If not able to facilitate admissions within the service in a timely manner, will actively support engagement with other ICYMHS metropolitan and regional bed coordinators to come to a suitable and safe outcome after discussion with Consultant
- Assist in tasks that may facilitate admissions or discharges to promote timely access to inpatient beds. These tasks may include (but are not limited to) admission assessments, unit orientation for admitted consumers & their carers, referrals to community mental health supports, completing discharge summaries, and other administrative tasks associated with admitting or discharging a consumer
- Facilitate completion of post-discharge contacts within 72 hours of discharge
- Actively demonstrate collaborative communication with the multidisciplinary health care team, consumers, carers/family and significant others
- Collaborate with the treating team to work from a systemic perspective and maintain a focus on ensuring the consumer is assisted to link in with relevant community agencies for example, housing, financial, government bodies, culturally relevant agencies etc.
- Audits & helps to ensure outcomes measures are completed at appropriate stages across the admission and discharge process
- For nursing applicants, ensuring contemporary mental health nursing frameworks underpin all care delivery

### Support of Systems

- Works collaboratively with all relevant stakeholders to develop the systems, processes and projects required to support the organisation's strategic direction
- Actively participates in interdisciplinary committees and working parties locally and organisation wide as required
- Meet frequently with ICYMHS metropolitan and regional bed coordinators from other services to review and standardise intake processes with a focus on clinical prioritisation for bed access across the state
- Have daily contact with ICYMHS metropolitan and regional bed coordinators to support clinically prioritised bed access
- Provide both the NUM and Consultant monthly reports and updates on relevant

statistics regarding length of stay, delay in access, re-admission rates and other data that impacts on consumer flow through the inpatient unit.

- Hold other portfolios that improves the quality of intake & transitions experience for consumers

### **Education**

- Participate in the ongoing professional development of self and others and encourage responsibility for own learning into evidence-based practice, leadership and to satisfy Continuing Professional Development requirements.
- Provide education to clinicians and external service providers as indicated.
- Seeks opportunity to embed contemporary evidence into clinical practice
- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members & patients/families
- As a senior clinician in the inpatient setting, provide education and support to junior to support positive consumer and family experience in the inpatient setting

### **Professional Leadership**

- Communicates information and expectations in a way that builds effective and collaborative working relationships with others
- Communicates clearly and concisely with impact
- Effectively deals with challenging systemic issues and the resolution of conflicts
- Ensures information is available to all staff by utilising a wide range and appropriate modes of communication
- Demonstrates leadership in situations demanding action
- Maintains a professional demeanour and serves as a role model for all mental health nursing staff
- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of consumers, their families, staff and the organisation
- Gathers sufficient information to make informed decisions
- Uses analysis tools to accurately determine the root cause of systemic issues and constraints
- Addresses critical factors when making complex decisions
- Demonstrates a positive attitude to the agreed role and responsibility of position. Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Adapts working style as appropriate to achieve effective outcomes
- Invites and assimilates feedback from others by active participation in own performance review process
- Engages in reflective practice as a way of promoting continuous development

### **Research and Quality**

- Involved in clinical data collection as necessary
- Engages in research utilisation via contributing to the development of clinical guidelines within their area of speciality & audits clinical outcomes
- Evaluates service delivery in accordance with existing DHS KPIs: readmission, length of stay, bed occupancy
- Review clinical outcomes in conjunction with published evidence and benchmarks from other adolescent inpatient units with a view to delivering optimal evidence-based care
- Leads nursing/clinical staff in the delivery of National Standards, and supports the NUM with the collation of evidence regarding same
- For nursing applicants, supports nursing leadership with incident

investigations and improvements to nursing practice

**All Employees:**

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse):  
[https://austinhealth.sharepoint.com/sites/OPPIC\\_](https://austinhealth.sharepoint.com/sites/OPPIC_)
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks.
- Comply with the Austin Health and professional Codes of Conduct.

## **Selection Criteria**

### **Mandatory Qualifications**

- Registration via the Australian Health Practitioner Regulation Agency (all disciplines except Social Work):
  - Registration with the Nursing and Midwifery Board of Australia (NMBA) and approved post graduate qualifications in psychiatric nursing and/or equivalent
  - Registration with the Occupational Therapy Board of Australia and an approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.); or
  - Registration as a psychologist under the Health Practitioner Regulation National Law Act (2009). Practice endorsement as a Clinical Psychologist with the Psychology Board of Australia
  - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.

### **Essential Knowledge and skills**

- Minimum 5 years post-graduate clinical experience in tertiary mental health care
- Demonstrates a flexible, positive and innovative team-orientated approach to service delivery, change and diversity
- Displays highly effective oral, written and interpersonal communication and negotiation skills
- Demonstrates the ability to enhance multidisciplinary team functioning.
- Displays strong organisational and time management skills, as shown by a dynamic and flexible approach to time management and clinical caseload demands
- Has an awareness and practice knowledge of relevant legislation and practice frameworks (e.g. Mental Health Act (2014) and Child Youth and Families Act (2005)).
- Proficiency in key board skills and information technology systems and applications (Microsoft Office, search engines, databases, etc.) as required by the role.

### **Desirable but not essential**

- Demonstrated clinical skills at a senior level in the provision of inpatient and or child/adolescent mental health care
- Experience in working with complex cases, across multiple settings, including mental health.
- Demonstrates a commitment to evidence-based practice research and quality improvement activities in a work setting
- Demonstrated cultural sensitivity when working with young people and their families from diverse backgrounds.

- Demonstrates capacity to work with the interpersonal challenges, difficulties and conflict that may arise in any professional team environment
- Completion of the Developmental Psychiatry Course (e.g. from Mindful)
- Experience with working alongside the Child Protection and Family Services systems.
- Family Therapy training (Grad Certificate/Grad Diploma/Masters).

## General Information

### **Austin Health is a Child Safe Environment**

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Current Working With Children's Check without restrictions required for the role.

**Equal Opportunity Employer**

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aboriginalemployment/>

**Document Review Agreement**

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	