

# Austin Health Position Description



## Position Title: Case Manager – Continuing Care Service

Classification:	RN Div 1, Registered Psychiatric Nurse - Grade 3 or, Occupational Therapist - Grade 2 or, Social Worker - Grade 2 or, Clinical Psychologist - Grade 2
Business Unit/ Department:	Mental Health Division – CCS
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2021 - 2025
Employment Type:	Full-Time
Hours per week:	38hrs (+ ADO)
Reports to:	Manager CCS
Direct Reports:	N/A
Financial management:	Budget: Nil
Date:	July 2024

## About Austin Health

Austin Health is one of Victoria’s largest health care providers. Comprising 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 and 3,000 nurses, 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 to change healthcare for the better through world class research, education and exceptional patient care.

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>

## Position Purpose

The RPN3 Registered Nurse/Grade 2 Allied Health Case Manager is accountable to the manager of the North East Continuing Care Service (NECCS) and will work collaboratively with the broader Mental Health staff and teams.

The Case Manager is expected to perform generic tasks as a significant component of their workload as well as provide discipline specific expertise to the NECCS.

The Case Manager to perform the duties of this position efficiently to the standards of the department, including participating in the Austin Health performance appraisal program.

## About the Mental Health Division

The Mental Health Division (MHD) provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria.

Services in the MHD are located across Austin Health campuses and the community. Employees may be redeployed within the Mental Health Division.

All mental health services work within a clinical framework that promotes recovery oriented practice and supported decision making. This approach to client 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.

### Local Area Description:

The CCS Case Manager provides assessment, treatment and care to consumers in their local community through the provision of direct care services, case management, health promotion activities and community development within a Recovery Focused framework. The service operates in business hours and provides services to consumers living within Nillumbik and Banyule Councils.

## Purpose and Accountabilities

### Role Specific:

- Displays a clear understanding of the principle of recovery orientated practice and its implementation within a clinical setting.
- Complete comprehensive Mental State Examinations & Risk Assessments
- Undertake assessment and case management of NECCS consumers and contribute to the implementation, monitoring, and evaluation of treatment objectives.
- Undertake a clinical case load as per the teams' requirements within the NECCS.
- Ensure continuity of care to consumers, families and carers through the principles of case management.

- Participate in service development by providing liaison, consultation and education services for other health care professionals, consumer and community groups and agencies.
- Work with registered consumers to complete Individual Recovery Plans, Safety Planning, NDIS applications and other assessments as necessary.
- Provide knowledge and skills, based on professional background, as part of a multidisciplinary team, consult with other North East Area Mental Health Service (NEAMHS) staff on specialist and community psychiatry matters.
- Participate in team and discipline specific supervision activities.
- Provide timely provision of all service activity data (Rapid and Outcome Measurement), including contact details and other statistical data as requested by the NECCS Manager and Mental Health Division management.
- Engage in professional development activities as directed.
- Proven ability in of the techniques of assessment, crisis intervention, counselling, and psychosocial rehabilitation.
- Assist with Duty function as rostered.
- Undertake in other duties that may be required as may arise in the course of employment period.

#### **All Employees:**

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

## **Selection Criteria**

### **Mandatory Qualifications**

- Relevant professional qualification in a health related discipline (psychology, nursing, social work, occupational therapy) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable.
- Psychologists must be registered with a specialist endorsement in Clinical Psychology, Clinical Neuropsychology or Forensic Psychology.
- Social Workers: Eligibility for membership with Australian Association of Social Workers (AASW).

### **Essential for Performance in the Position**

- Demonstrated knowledge of recovery and collaborative clinical practice.
- A thorough knowledge of the Mental Health and Wellbeing Act (2022)
- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent.
- Knowledge of, and the ability to apply, the principles and practices of your discipline.
- Demonstrated experience and ability in community-based assessment and management of people with substantial and prolonged mental illness.
- Excellent mental state examination and risk assessment skills
- A positive approach to ongoing self-education and skill development.

- A flexible, innovative team oriented approach to service delivery.
- A positive approach to change and diversity.
- Experience and proficiency in keyboarding and Computer skills.
- A current Victorian driver's licence.

**Desirable but not essential for Performance in the Position**

- Proven ability to liaise and consult with relevant family members/carers, as well as a broad range of health professionals and community agency.
- A sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting or as required for the role and/or department.
- Ability to support and maintain key performance indicator processes.
- Ability to identify opportunities for process redesign and to support/coach staff in the implementation of redesign projects and activities.

**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.

**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/Aborigineemployment/>

**Document Review Agreement**

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