

# Austin Health Position Description



## Position Title: ICYMHS Senior Triage Clinician

Classification:	RPN4, Social Worker, Occupational Therapist, Psychologist Gr 3
Business Unit/ Department:	Infant Child and Youth Mental Health Service (ICYMHS) Mental Health Division (MHD)
Agreement:	Victorian Public Mental Health Enterprise Agreement (2021-2024)  Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2021-2025
Employment Type:	Part-Time
Hours per week:	22.8
Reports to:	Under 18 Triage Team Leader and Program Manager access Community and Partnership teams
Direct Reports:	N/A
Financial management:	Budget: N/A
Date:	September 2024

## About Austin Health

Austin Health is recognised for high-quality, person-centred care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons, and internationally recognised as a centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

## Position Purpose

The Senior Clinician is accountable to the Triage Team Leader and will work collaboratively with the broader Mental Health staff and teams.

The main duties of Triage clinicians include providing an initial point of contact for clients and referrers with a focus on children, young people and their families; triaging referrals according to clinical urgency and required response times; conducting face-to-face assessments of clients requiring urgent assessment; and providing information to consumers, referrers and staff about alternative community resources.

## 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.

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.

## About the 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).

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). T

ICYMHS currently have two inpatient units- Child and Adolescent, a Child and Family Residential Program, with future projects for a further residential program - YPARC.

At present there are a number community teams and a number of specialist youth outreach teams. There is a ICYMHS Triage Team and emerging Under 25 CATT service

There are also a number of specialist roles and teams that support the work of ICYMHS alongside an expanding Lived Experience Workforce embedded within the ICYMHS directorate.

Our community teams are currently based primarily at the Heidelberg Campus of Austin Health, Heidelberg site and in Epping. it is anticipated there will be a number of teams located the community over time.

Alongside ICYMHS in general the triage team are currently planning the expansion of the service to include referrals of 18-25 years olds over the next year.

## Purpose and Accountabilities

### Role Specific:

- Display a clear understanding of the principle of recovery orientated practice and its implementation within a clinical setting.
- Receive referral information from clients, families and referring agents by telephone.
- Perform a triage function on the basis of referral information, leading to allocation of clients to mental health clinical teams or re-referral to appropriate community resources.
- Conduct initial face-to-face assessments for clients requiring a face-to-face review. To make an appropriate clinical disposition and organize a timely clinical service.
- Ensure screening registrations of all new referrals are completed according to data recording requirements, providing accurate, accessible and timely written records of clinical work, as required in mental health standards of documentation.
- Perform organizational, typing, data entry and written documentation duties as required.
- Assist in the provision of information to clinical and managerial staff concerning referral patterns and appropriate community resources.
- Assist in community liaison and consultation concerning access to mental health services.
- Work well under the leadership of the Triage Team Leaders and the Program Manager for Access Community and Partnership teams.
- Support and participate with the team and ICYMHS in research and evaluation activities, and fill other portfolio responsibilities on behalf of the team and ICYMHS as required.

### All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.

- Work across multiple sites as per work requirements and/or directed by management.

## Selection Criteria

### Essential Knowledge and skills:

- Relevant professional qualification in a health related discipline (social work, occupational therapy or nursing) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable.
- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent.
- At least 5 years clinical experience in Child and Youth Mental Health or related fields, and particular experience and skills in the practice of community-oriented service delivery.
- Specific training and developed skills in engagement and risk assessment in a telephone triage context, and demonstrated capacity to manage high levels of distress and anxiety in referrers and families whilst providing quality clinical intervention.
- A demonstrated broad range of counselling and clinical skills, and the capacity to practice these both on the telephone and in direct face-to-face practice with clients and their families.
- Excellent skills in both verbal inter-personal communication and written communication.
- Capacity to work within a multi-disciplinary team.
- Ability to work well under supervision, and also autonomously.
- Computer skills commensurate with maintaining a referral and resource database plus the ability to type in real life as referrals are being made.
- Demonstrated ability to provide accurate, accessible and timely written records of clinical work.

### Desirable but not essential:

- 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.
- Training in Single Session Work

## 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

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

## Document Review Agreement

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