

# Austin Health Position Description



## Position Title: Case Manager – NE Mobile Support & Treatment Service (NEMSTS)

Classification:	Social Worker Grade 2 Occupational Therapist Grade 2, Psychologist Grade 2, RN Div 1, Registered Psychiatric Nurse - Grade 3
Business Unit/ Department:	Mental Health Division
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:	40 with ADO
Reports to:	Manager, NE Mobile Support and Treatment Service
Direct Reports:	NA
Financial management:	Budget: n/a
Date:	

## 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 successful Case Manager is accountable to the manager of the North East Mobile Support and Treatment Service (NEMSTS) 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 NEMSTS.

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

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

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.

**The NEMSTS** provides assertive mobile outreach for consumers in their local community through living in the municipalities of Nillumbik and Banyule. The target client group have a long-standing and persistent psychiatric illness whose needs cannot be met by traditional community mental health centres or other community based rehabilitation services. Assertive and intensive case management by the team aims to assist the consumer to live and function at their optimum level in the community. Consumers are involved in a number of treatment programs, which aim to encourage acceptance of their illness and enhancement of living and social skills. The service operates between 8.00 am and 9.30 pm Monday to Friday and 8.30 am to 5.00 pm on weekends and public holidays. Case managers work on shifts over the course of the week

## Purpose and Accountabilities

### Role Specific:

- Displays a clear understanding of the principle of recovery orientated practice and its implementation within a clinical setting.
- Undertake assessment and case management of NEMSTS consumers and contribute to the implementation, monitoring and evaluation of treatment objectives.
- Undertake a clinical case load within the NEMSTS.
- 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.
- Provide knowledge and skills, based on professional background, as part of a multidisciplinary team, consult with other 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 NEMSTS Manager and MHD management.
- Engage in professional development activities as directed.
- Assist with Duty as required.
- 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 Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

## Selection Criteria

### Mandatory Qualifications

- Relevant professional qualification in a health related discipline (psychology, social work, registered nurse or occupational therapy) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable.
- Psychologists must be registered with a specialist endorsement in either Clinical Psychology, Clinical Neuropsychology or Forensic Psychology.
- Tertiary specialist qualifications.

- Nurses must have a Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent.

#### **Essential for Performance**

- Sound knowledge of recovery and collaborative clinical practice;
- 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;
- Highly developed communication skills to effectively engage consumer, carers and other support providers;
- Demonstrated commitment to care of consumers and their families in the least restrictive and intrusive manner, respecting rights, privacy and dignity;
- Proven experience of including consumers and carers as respected partners in the treatment process;
- Proven experience of the delivery of care in a gender, family and culturally sensitive manner and environment;
- A thorough knowledge of the Mental Health Act (2014), as well as other relevant legislation;
- A positive approach to ongoing self-education and skill development;
- A current Victorian driver's licence;&
- Evidence of on-going professional development and engagement in Clinical Supervision for self.

#### **Desirable but not essential:**

- A flexible, innovative team-oriented approach to service delivery;
- A positive approach to change and diversity;
- Experience and proficiency in keyboarding and Computer skills;

## **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>	