

Position Description

Clinical Documentation & Outcome Measure, Education and Auditor Lead

Classification:	RPN 4/Allied Health Grade 4, Grade 3 Psychology
Business unit/department:	Mental Health Division (MHD)
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028 Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment type:	Fixed-Term Part-Time
Hours per week:	22.8 (0.6 FTE)
Reports to:	Health Information Manager, Mental Health
Direct reports:	NIL
Financial management:	Budget: nil
Date:	August 2026

Position purpose

The Clinical Documentation & Outcome Measure (OM), Education and Auditor Lead is accountable to the Health Information Manager, Mental Health and will work collaboratively with the broader Mental Health staff and teams.

The Clinical Documentation & OM, Education and Auditor Lead is responsible for:

Providing targeted education and workflow support in conjunction with their Manager, HIM's, Clinical Managers and Administration support to the required clinical teams regarding reportable vs. non-reportable activity, documentation quality and team-specific requirements. This is to support embedding correct NWAU reporting, accurate OM scores and good documentation practices into routine practice. This education and workflow support will allow the Austin Health Mental Health teams to ensure we are capturing our clinical output/care provision in the required way to support future funding and care provision. This role will be dynamic and can audit, identify cultural or clinical trends and work with stakeholders to support the uplift clinician's productivity and compliance for documentation and OM's.

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:

- **Adult and Older Adult Mental Health Services**
- **Infant, Child and Youth Mental Health Services**
- **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 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.

Position Responsibilities

Role Specific:

Direct Comprehensive Care

- To assist in the implementation of new or updated policies and procedures where specific documentation and OM content/education is required, and to assist mental health staff in the change process.
- Identify and overcome barriers to the use of OMs for therapeutic gains and treatment planning.
- Other duties as required.

Support of Systems

- Works collaboratively with all departments 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.
- Accountable for the preparation, monitoring, delivering and evaluation of NWAU in different areas and units. Identifies cost implications in accordance with emerging service needs – and shares with middle management and Health Information Manager, in collaboration with Finance.
- Uses NWAU dashboard and report data to develop strategies and plans.
- Provide reports to manager to ensure all staff complete the required training and competency requirements – to the decided standard of the Division.
- Appropriately use information and communication systems that support the effective and efficient clinical and administrative operation of the position.
- Demonstrates an ability to make effective decisions within an agreed specified time to ensure data is captured and utilised efficiently.

Education

- Support the sharing of records to ensure all staff complete all mandatory training for OM's within set timeframes.
- Participate in the ongoing professional development of self and others around and Community contacts and encourage responsibility for own learning leadership and to satisfy Continuing Professional Development requirements.
- Provides staff with professional development opportunities for learning and education. Ensure the team actively participates in this training if they are identified as requiring more



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education, utilise adult learning principles to have an alternate approach to seek improvement.

- Delivers Education directly to individuals and teams.
- Shares knowledge and information with the team.

Professional Leadership

- Actively contributes to enhancing a positive culture as part of the NWAU team; helps to create a team environment which promotes opportunity for learning and development, safety and welfare of staff and fosters collaboration and innovation in practice.
- Reflects on and in practice, in line with Austin Health values applies these when interacting with others.
- Lead in ways that result in high levels of staff satisfaction and performance around contacts and performance, following relevant processes and policies.
- Be a support to managers of staff, that they have adequate orientation to their roles around clinical documentation, the skills, resources and procedures to provide effective delivery of quality clinical services within the team and between teams.
- Maintains a professional demeanour and serves as a role model for all staff, setting and clearly communicating clinical and behavioural expectations.
- Provides timely feedback, coaching and guidance when needed in accordance with the performance management policy, and their own professional codes/responsibilities.
- Creates a team environment, which promotes a positive culture, opportunity for learning and development, safety and welfare of employees and fosters innovation in practice that results in a high level of staff satisfaction. 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 behaviours 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, adapting working style as appropriate to achieve effective outcomes.
- Creates a climate where both self-development and improvement are valued.
- Network and liaise with staff from a range of health, education, to enhance service delivery and capacity building that results in NWAU improvements.
- Communicates a positive vision for change and supports others through the change process. Proactively identifies new opportunities and addresses barriers to change.
- Actively participate in operational, clinical and professional supervision and performance development and review processes.

Research and Quality

- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Promotes and ensures a safe and healthy workplace for staff and patients. Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.
- Supports and actively participates in improvements around coding/auditing and NWAU business and works with the team to implement findings into the workflows.
- Be aware of, lead and develop and adhere to procedures built with the leadership of the NWAU team.



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Selection Criteria

Essential Knowledge and skills:

- Mental health clinical experience in a range of clinical settings.
- Demonstrated commitment to the development of quality Care.
- Highly developed communication and teaching skills to effectively support a wide range of experiences and skill levels.
- A thorough knowledge of the Mental Health and Wellbeing Act 2022 and other relevant legislation and Department of Health and Human Services initiatives.
- Evidence of ongoing professional development.
- Evidence in ongoing commitment to clinical supervision.
- Experience and proficiency in computer skills.
- Experience in working with CMI, ACVUE, and other healthcare systems.

Desirable but not essential:

- Understanding of phase of care and outcome measurement and willingness to develop skills in this area
- Interest in and a belief in the value of outcome measures as a therapeutic tool
- Certificate IV in Training and Assessment
- Master's qualification in professional discipline
- Demonstrated experience in leading training and educational initiatives
- Ability to support process redesign and to support and coach staff in the implementation of redesign projects and change to practice initiatives
- Knowledge of professional issues in health and a good understanding of the Victorian Public Health care system and future health care trends
- Sound understanding of information technology including clinical system, applications relevant to the management of rostering and risk management reporting, or others as required for the role/department

Professional Qualifications and Registration Requirements

- Registration with AHPRA as a **Registered Nurse** with a Post Graduate Diploma in psychiatric/mental health nursing or to have completed a specialist undergraduate psychiatric nursing program; or
- An approved degree in **Psychology** and registration with AHPRA as a Psychologist with endorsement as a Clinical Psychologist; and APHRA endorsement as a Board Approved Supervisor with supervisory experience; or
- An approved degree in **Occupational Therapy** and registration with AHPRA as an Occupational Therapist; or
- An approved degree in **Social Work** and eligibility for membership of the Australian Association of Social Workers;
- Must meet minimum years of clinical experience for a mental health clinician role (for the profession according to the relevant Enterprise Agreement).



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Quality, Safety and Risk – All Roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and 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-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other Conditions – All Roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care; we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General Information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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