

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Regional Complex Care Co-ordinator – CYMHS
Position Number:	528729, 528731, 528733
Classification:	Allied Health Professional Level 4
Award/Agreement:	Allied Health Professionals Public Sector Unions Wages Agreement
Group/Section:	Community, Mental Health and Wellbeing – Statewide Mental Health Services Child and Youth Mental Health Services
Position Type:	Permanent, Full Time
Location:	South, North, North West
Reports to:	Extended Team Leader – Child and Adolescent Mental Health Services
Effective Date:	January 2024
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	Registered with the Psychology Board of Australia, or Degree in Social Work giving eligibility for membership of the Australian Association of Social Workers. Current Tasmanian Working with Children Registration. Current Driver's Licence. <i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i>
Desirable Requirements:	A minimum of 3 years current post graduate experience in a field relevant to the position

Holds, or is working towards, post graduate qualifications relevant to the position

Position Features: Some intrastate travel may be required

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Working as part of a multidisciplinary team delivering high quality mental health services in accordance with the Mental Health Services Strategic Plan, Mental Health Services Principles, National Mental Health Standards, Agency policy, legal requirements and relevant professional competencies, the Regional Complex Care Coordinator will:

- Provide a specialist clinical coordination service that supports right place, right care principles to facilitate determined need, facilitate discharge planning, reduce re-presentations and hospital avoidance to children and/or young people presenting in the region who have complex mental health issues, primarily in the context of being in out of home care, or engaged with the child safety system as a result of child protection issues.
- Provide high level assessments and develop an individual plan that includes bringing together the right mix of services across government and non-government agencies. Recognising that each client will have a unique set of circumstances that requires sensitive engagement, with them, their family, and the agencies with which they interact to fully realise the objectives of the program, and support whole-of-person outcomes.
- Provide leadership in the management of high-quality care for children/young people with complex care requirements.
- Promote a positive working culture by developing effective partnerships and exceptional working relationships with all stakeholders, both within the Agency and with external community service providers, and providing services that are person-centred, high quality, sustainable and responsive to ongoing quality improvement.

Duties:

1. Provide high level specialist clinical advice to internal and external service providers to improve coordination of services and improve outcomes for children and young people who frequently present to the Emergency Department or where there are high levels of concern regarding placement breakdown due to complex mental health and behavioural needs.
2. Lead and coordinate the development of multidisciplinary/interagency care pathways and collaborative provision of allied health services for complex and frequently presenting patients.
3. Work in close liaison with all stakeholders to develop and implement clinical guidelines and pathways that support best outcomes with hospital avoidance or significantly reduced length of stay.
4. Establish collaborative professional relationships with medical practitioners, other health care providers and community stakeholders to optimise outcomes for clients and their families/support persons.

5. Develop and implement information and education packages that promote the role, and complex care management strategies within professional scope, and maintain effective partnerships with DoH and external community service providers.
6. High level clinical skills to develop a therapeutic alliance with the children/young people presenting with complex mental health needs or complex behaviours of concern, to undertake high level clinical assessments, formulations/problem conceptualisation and develop an individual comprehensive interagency management plan.
7. Undertake a review of the client within their environmental context and the systems that impact them, including family, school, government and non-government agencies, to identify risks and strengths, that will inform a range of intervention strategies.
8. Identify individual and system barriers that are impacting on the client's mental health and their ability to succeed. Actively work to reduce those barriers, engaging key stakeholders in a process of change to resolve or reduce these barriers and achieve lasting benefit to the client.
9. Ensure that client management systems are up to date with all relevant client and service information participate in the collection and collation of data to monitor and track progress of each client. Provide quality information, advice and reports to CAMHS as required.
10. Maintain clear and concise documentation of co-ordination and therapeutic interventions to promote peer and supervisory review and feedback, as part of CAMHS clinical governance framework.
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
12. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

Under the direction of the Team Leader, the Regional Complex Care Coordinator has responsibility for:

- The optimal operation of designated clinical functions within the specified team in accordance with the Mental Health Services Strategic Plan, the associated model of care and being aware of and working within all Department and Statewide Mental Health Services policies, procedures and legislation affecting the duties of the position and for addressing inconsistencies between clinical practice and policy.
- Providing authoritative advice and recommendations to the Team Leader/Manager/NUM or delegate in relation to the effectiveness of clinical service delivery and health care outcomes for the specified multidisciplinary team.
- The provision of assertive case management to a designated client group.
- Working without supervision and to exercise considerable initiative and professional judgement with autonomy in matters relating to both the clinical and day to day coordination of a specified team. Maintaining one's own professional development and for supporting the professional development of others.

- Champion a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercises delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
 - e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Extensive experience working as a senior health professional in a variety of clinical practice settings applicable to children and young people presenting with complex mental health concerns and/or complex behaviours of concern with a proven ability to conduct high level clinical assessments including demonstrated problem solving, advanced therapeutic interventions and the development of comprehensive management plans.
2. Demonstrated leadership skills and proven capacity to develop and maintain partnerships with a broad range of key local stakeholders and ability to navigate the service system across government and community agencies to broker an appropriate mix of services for the client with highly developed communications skills to navigate and broker services in the service system, with a solutions-based approach to issues and obstacles and an ability to have tough conversations.

3. Proven high level interpersonal skills including oral and written communication, negotiation, conflict resolution and decision making, together with the ability to develop comprehensive oral and written reports.
4. Demonstrated ability to work flexibly to meet the needs of the client, with effective time management, to manage competing priorities and stressful encounters, monitoring own stress levels, practising and promoting self-care strategies
5. Demonstrated commitment to clinical supervision and ability to work within and contribute to a clinical practice evaluation, performance and research to deliver improved clinical outcomes for consumers and their family and carers.
6. Demonstrated knowledge of Department and Statewide Mental Health Services policies, procedures and associated legislation, relevant to the coordination of a multidisciplinary community team; or the capacity to effectively acquire the same, including knowledge of relevant professional competencies, standards of practice, current Work Health Safety and Anti-Discrimination legislation and the principles of Workplace Diversity

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).