



ROLE DESCRIPTION

Role Title:	Mental Health Triage Clinician		
Classification Code:	AHP2	Position Number	TBA
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	CALHN Mental Health Clinical Program		
Division:	Western Mental Health Service		
Department/Section / Unit/ Ward:	Mental Health Triage Service		
Role reports to:	Operationally to the Team Leader Professionally to the Principal Social Worker		
Role Created/ Reviewed Date:	20/6/2023		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

<p>Primary Objective(s) of role:</p> <p>The Mental Health Clinical Program works with youth, adults and older people and provides a stepped range of services encompassing emergency, acute inpatient, sub-acute, community and rehabilitation services. The Mental Health Clinical Program works in partnership with a wide range of stakeholders including consumers, the community, professional groups such as General Practitioners, non-government organisations and other government departments.</p> <p>The Mental Health Triage Service (MHTS) is a metropolitan wide collaboration with SA Ambulance Service (SAAS). It receives and triages telephone referrals from consumers and concerned family or community members who contact the service for emergency mental health care. The Mental Health Triage Service provides initial assessment, service coordination for the consumer with rapid through put and linking of consumers with the appropriate service. It has a role in monitoring mental health activity and coordination across South Australia.</p> <p>Access is via telephone response 24/7 to mental health services which includes emergency mental health and crisis intervention via identified mobile Emergency Response staff being directly tasked. Clinicians provide specialist advice to consumers/carers and health professionals, referral to community mental health teams or other mental health services and referral to other agencies.</p> <p>Working as a part of the multi-disciplinary team of the MHTS, the Mental Health Triage Clinician:</p> <ul style="list-style-type: none"> • Provides initial assessment, service coordination for the consumer with rapid throughput • Conducts telephone assessments of consumers who are referred or request a service • Determines the urgency and appropriateness of the referral and the required service response • Provides brief telephone counselling and/or information regarding other agencies or services from which the consumer may benefit • Works collegially with the South Australian Ambulance Services (SAAS) in
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- Providing mental health expertise in the triaging of primary mental health calls, sharing of information and clinical advice
- Assisting with the planning and coordination of care for callers to SAAS with an identified mental health problem
- Negotiates referrals to other agencies/services in some circumstances
- Takes responsibility for access to and linking of consumers with the appropriate acute adult inpatient and community services across metropolitan Adelaide
- Undertakes specific discipline tasks as appropriate

Direct Reports:

- None

Key Relationships/ Interactions:

Internal

- The Mental Health Triage Clinician is an integral member of the Mental Health Triage Team.
- Operationally reports to the Team Manager.
- Professionally reports to the Principal Discipline Lead through the Senior Allied Health Professional.
- May be required to provide professional and clinical supervision and/or support to other staff and students.
- Required to receive supervision from a Senior Allied Health Professional.
- Maintains close collaborative working relationships with the multi-disciplinary team.
- Builds and maintain relationships with other mental health teams and services, including primary health care to ensure an integrated service delivery.
- Accepts direction from the Head of Unit in care planning when diagnostic ambiguity and conflicting clinical opinion are affecting ongoing consumer care.
- Participates in committees, working groups, community forums/activities as required.

External

- Is accountable to the consumers of metropolitan mental health services, for the provision of comprehensive multidisciplinary telephone service delivery.

Has collaborative working relationships and works in association with all services within mental health services, with consumers, families and carers and with public health services to provide mainstream integrated services to consumers, their families and carers

Challenges associated with Role:

Major challenges currently associated with the role include:

- Responding and managing a broad range of complex and high risk referrals
- Dealing with a high level of demand for services.

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Delegations:

Delegated Level: N/A

Staff supervised: As delegated Indirect:

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- This position works over a 7 day roster according to contract conditions.
- Hours of duty will be in accordance with provisions of the *South Australian Public Sector Enterprise Agreement: Salaried 2021*.
- Required to comply with and meet SA Health's credentialing requirements including participating in supervision and continuing professional development.
- Must seek supervision and professional development activities to meet the profession's standards, consistent with the requirements of the discipline's professional body.
- Some out of hours work may be required.
- Must have a current driver's license and be willing to drive.
- May be required to travel between locations.

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General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012 (SA)*.
- *Information Privacy Principles Instruction*.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to both CALHN and the broader SA Health values and strategic directions.

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Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Integrity Statement:

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Provide a comprehensive and confidential telephone triage service to members of the community who are seeking a service within metropolitan Adelaide by</p>	<ul style="list-style-type: none"> • Providing prompt telephone responses • Undertaking a comprehensive mental health assessment of all people requiring a service in order to determine the type and level of service response required to ensure timely intervention • Offering professional telephone counselling when appropriate • Identifying and implementing evidence-based professional and mental health methodologies and processes. • Completing all required clinical documentation pertaining to assessments undertaken and contacts made to the service • Advocating for and referring consumers to an appropriate service both within mental health and other community services • Delivering culturally safe and non-discriminatory treatment and support that is sensitive to the social and cultural values of the consumer, the consumer's family and carers and the community.
<p>Work collaboratively with other health care agencies and service providers by</p>	<ul style="list-style-type: none"> • Providing professional consultation and advice • Providing relevant information as required.
<p>Work collaboratively with staff of the South Australian Ambulance Service (SAAS) by</p>	<ul style="list-style-type: none"> • Providing mental health expertise in the triaging of primary mental health calls, sharing of information and clinical advice • Assisting with the planning and coordination of care for callers to SAAS with an identified mental health problem • Participating in Worker Health and Safety training and work to the procedures for the SAAS site as well as CALHN.
<p>Work collaboratively with other triage staff and members by</p>	<ul style="list-style-type: none"> • Collaborating with other MHT staff to produce effective interventions for the consumer • Participating in hand-over meetings • Participating in staff development sessions • Being involved in team building activities • Contributing to the maintenance of the service directory in order to provide detailed information of metropolitan regional mental health services and other community-based services.
<p>As part of a multidisciplinary team, promote cooperation, teamwork and consumer involvement by</p>	<ul style="list-style-type: none"> • Demonstrating respect, courtesy and care by valuing team members both in the MHTS and the mobile teams for their unique potential and skills • Participating in appropriate communication forums with staff, consumers, their families and carers • Being aware of own communication style and behaviours and modifying these to achieve positive outcomes and relationships • Providing honest, sensitive and constructive feedback, whilst being receptive to and encouraging constructive critical feedback.

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<p>Contribute to the achievement of professional disciplinary expertise through the maintenance of ongoing personal professional development/continuing education by</p>	<ul style="list-style-type: none"> • Promoting the profession’s philosophy, principles, ethics and values in all aspects of professional practice • Providing and modelling the delivery of recovery practice to address consumer issues • Managing own professional development activities and portfolio. • Actively seeking and participating in professional clinical supervision within the discipline • Reflecting critically on own professional practice • Provide support, supervision and training to other staff and students, as required • Participating as a member of the discipline’s disciplinary group.
<p>Support standards of excellence in mental health care by</p>	<ul style="list-style-type: none"> • Promoting community acceptance and the reduction of stigma for people affected by mental disorders and/or mental health problems • Committing to the National Standards for Mental Health Services, CALHN Vision and Values and performing role and responsibilities in accordance with the Emergency Services Strategic Plan • Practising within the parameters of the Code of Conduct, professional standards and the National Practice Standards for the Mental Health Workforce • Participating in continuous quality improvement activities consistent with accreditation standards • Maintaining contemporary professional knowledge and skills through involvement in ongoing staff development and education • Meeting mandatory training requirements • Conducting/participating in mental health related research activities as required.
<p>Contribute to and comply with relevant legislation, government policies, practices and procedures, in relation to people affected by a mental illness by</p>	<ul style="list-style-type: none"> • Applying relevant legislation including the Mental Health Act, Guardianship and Administration Act and Children and Young People (Safety) Act • Complying with SA Health policies and CALHN Mental Health Clinical Program organisational and site-specific procedures and operating practices • Participating in the CALHN Mental Clinical Program and SAAS Risk Management Plan • Appropriately and effectively utilising CALHN Mental Health Clinical Program and SAAS resources – facilities, equipment and supplies.
<p>Contribute to the achievement of professional disciplinary expertise through the maintenance of ongoing personal professional development/continuing education by:</p>	<ul style="list-style-type: none"> • Promoting disciplinary philosophy, principles, ethics and values in all aspects of professional practice • Providing and modelling the delivery of strengths-based recovery practice to address consumer issues • Managing own professional development activities and portfolio. • Actively participating in professional clinical supervision • Reflecting critically on own professional practice • Provide support, supervision and training to AHP1 Clinicians and students

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	<ul style="list-style-type: none"> • Participating as a member of the discipline’s professional group. • Participating in projects as negotiated.
<p>Contribute to the safety and quality management system and continuous improvement by</p>	<ul style="list-style-type: none"> • Participating in Clinical Program and Team planning activities as required • Complying with standards of practice • Maintaining KPIs in accordance with organisational requirements and standards of practice. • Participating in the evaluation of intervention outcomes, work practices and services • Participating in the organisation’s accreditation process • Contributing to the development and review of policies and guidelines • Providing statistical information within prescribed timeframes • Being involved in continuous quality improvement and relevant research and evaluation activities to promote service development and quality improvement.
<p>Contribute to a safe environment for staff, consumers, their families and carers, and the community by</p>	<ul style="list-style-type: none"> • Complying with worker health and safety policies and procedures, including SAAS policies and procedures and ensuring they are taken into account in all planning and operational considerations • Promoting safety for consumers, their families and carers and the community, including the protection of consumers from abuse and exploitation • Participating in staff training in understanding of appropriate safety responses to aggression and other difficult behaviours • Consulting with Health and Safety Representatives on matters directly affecting health, welfare and safety through hazard identification, evaluation and control • Undertaking tasks under reasonable instruction that the employer may give in relation to health, safety or welfare at work e.g. use any equipment provided for health and safety purposes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Appropriate degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers.
- Appropriate degree or equivalent qualification which entitles registration as an Occupational Therapist with the Occupational Therapy Board of Australia.
- Must hold a Masters degree in Clinical Psychology or equivalent qualification as recognised by the Psychology Board of Australia (PsyBA). Must hold general registration with the PsyBA.

Personal Abilities/Aptitudes/Skills:

- Sound skills in biopsychosocial assessment including mental state assessment and risk assessment.
- Ability to undertake triage of mental health consumers over the telephone.
- Ability to communicate effectively both verbally and in writing to a wide range of audiences.
- Interpersonal skills relevant to the position.
- Ability to identify negotiate, solve problems and constructively address conflict.
- Ability to analyse, reflect and be objective.
- Ability to adapt to changing consumer needs and service requirements.
- Ability to work in a team.
- Ability to prioritise workloads and manage own time efficiently and effectively.
- A commitment to participation in continuous quality improvement and research activities.
- Commitment to participation in staff initiatives relevant to the team and discipline.
- Commitment to the practices of EEO, ethical conduct, diversity and safe practice.

Experience

- Demonstrated experience working with mental health consumers in a mental health setting.
- Demonstrated experience and skills in the areas of assessment, care planning, evaluation of care and counselling with consumers in crisis and with complex needs.
- Successful participation working within a multidisciplinary team.
- Experience in basic computing skills, including email and word processing.

Knowledge

- Knowledge of current psychiatric diagnostic and classification systems and assessment tools.
- Knowledge of current psychiatric medications and management including indications, common dosages, side-effects, special precautions, drugs of abuse.
- Knowledge of community support services, roles and referral processes.
- Knowledge of the recovery framework.
- Knowledge of quality improvement principles and procedures.
- Knowledge and understanding of relevant legislation, principles and codes of practice including, but not limited to:
 - Mental Health Act
 - Guardianship and Administration Act
 - Children and Young People (Safety) Act 2017
 - Child Safety (Prohibited Persons) Act (2016)
 - Worker Health and Safety Act
 - Equal Opportunity Act
 - Disability Discrimination Act
 - South Australian Health Care Act 2008
 - Freedom of Information Act
 - Code of Fair Information Practice
 - Fire Arms Act

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- Coroners Act.
- Sound knowledge of the profession's Code of Ethics, Practice Standards and supervision standards.
- Knowledge and understanding of the National and State Mental Health Plans and strategic directions.
- Knowledge of equal opportunities, cultural diversity and worker health and safety policies.

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Educational/Vocational Qualifications

- Relevant undergraduate or postgraduate qualifications (other than base grade qualification) specific to clinical practice in own discipline.

Personal Abilities/Aptitudes/Skills

- Ability to undertake community-based assessments, prepare management plans and implement brief crisis intervention strategies for people in the acute phase of a mental illness.
- Ability to work collaboratively with consumers, carers, other agencies and community services.
- Ability to provide crisis intervention services for people in a mental health environment.
- Ability to interact with people who may be extremely agitated or disturbed.
- Ability to work with more than one computer screen at the same time and is comfortable working with and learning about new technology.

Experience

- Experience at concurrently speaking with a caller on the telephone and direct entering data.
- Experience at direct entering data.
- in a clinical mental health leadership role.

Knowledge

- Knowledge of both CALHN and SAAS policies and procedures.
- Knowledge of the areas within Metropolitan Adelaide and rural South Australia.
- Knowledge of evidence-based crisis and brief interventions and therapies for major mental illnesses and ability to provide these interventions, particularly over the phone.

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA

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PathologySA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Mental Health Clinical Program:

The CALHN Mental Health Clinical Program (MHCP) provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals, at Glenside Health Services and at a range of community sites. Services are available for people from 16 years. The MHCP partners with multiple government and non-government services in the coordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health, administration and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values

People first

Behaviours

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

Ideas driven

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

Future focussed

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

Community minded

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

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Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

Name:

Signature:

Date:

[Redacted signature area]