

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Allied Health - Triage MHS Acute Care Stream
Position Number:	526227d, 526228d, 525612d
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
Position Type:	Permanent, Full Time/Part Time
Location:	South, North, North West
Reports to:	Manager - Acute Care Stream or Team Leader - Adult and Older Persons Community Mental Health
Effective Date:	September 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	Registered with the Occupational Therapy Board of Australia; or Degree in Social Work giving eligibility for membership of the Australian Association of Social Workers; or Registered with the Psychology Board of Australia 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:	Holds or is working towards relevant post graduate qualifications in Mental Health

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:

As a senior clinician within an acute care multidisciplinary team delivering person centred, recovery oriented and trauma informed care to all consumers across the lifespan, in accordance with the National Standards for Mental Health Services, Agency policy, legal requirements and relevant professional competencies:

- Oversight the day to day operations of a regional triage service, including ongoing supervision and support of other staff within a designated team assigned to this specialist area, and management of physical resources as required.
- Undertake a specialist triage function for assigned referrals to, and contacts with, the Acute Care Stream (ACS) by assessing the nature of the referral or contact, gathering collateral information as required and determining an appropriate and safe response pathway either within the Acute Care or Continuing Care Streams or another SMHS stream or beyond the service.
- Ensure all contacts and referrals are prioritised in accordance with assessed individual need and presenting risk and work closely with the appropriate care stream to facilitate a response within the required timeframe.
- Work in collaboration with a broad range of internal and external stakeholders to develop the overall triage function, and optimise the entry points to the service across all streams and deliver improved outcomes and experiences for individuals presenting with mental health concerns and their families/carers.

Duties:

1. Day to day oversight of a regional triage service and all liked staffing and physical resources.
2. Initial assessment and triage of all office hours contacts and referrals to the ACS to determine the nature and appropriateness of the same, formulate an initial service response and set timeframes for management.
3. Deliver assertive, comprehensive community-based mental health triage services which includes conducting comprehensive initial, assessments, mental state examinations, risk assessments, formulating initial management plans, delivering brief psychotherapeutic interventions, psychoeducation and facilitating appropriate, timely ongoing internal and external referrals as required.
4. Proactively participate in multidisciplinary team meetings and deliver comprehensive and effective handovers of all referrals to the ACS, CCS and, as required CAMHS and OPMHS streams.
5. Ensure the development and maintenance of effective relationships and communication channels with a broad range of internal and external stakeholders, to promote timely and seamless access to specialist services and transfers of care.
6. Proactively engage and educate General Practice staff and other referrers and providers to promote an understanding of the eligibility and triage processes for the ACS and broader SMHS and other relevant services including appropriate referral pathways for clients.
7. Ensure all relevant documentation is completed including the standardised state-wide Triage form for all incoming referrals.
8. Assist and support the ACS senior leadership team in the development and maintenance of a strong, collaborative professional team environment which promotes a positive and consumer focussed culture and contemporary clinical leadership.

9. Contribute to service development by assisting and supporting the senior staff with the development and review of protocols and guidelines, the development of strategies to meet current priorities, and promotion of an environment conducive to innovation and change.
10. In consultation with the ACS leadership team, and other members of the healthcare team, review, interpret and implement relevant clinical and/or educational policies, regulations and guidelines to ensure the provision of effective and efficient consumer care and achievement of positive consumer outcomes.
11. Identify and report clinical risks and, in conjunction with the Manager ACS and other relevant healthcare team members, assist in supporting the development, implementation and evaluation of mitigation strategies.
12. 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 and related training.
13. 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:

The Allied Health - Triage MHS Acute Care Stream is responsible to, and receives guidance and clinical support from, the ACS Nurse Practitioner, with additional operational support from the ACS Manager/Team Leader, with clinical supervision provided by the ACS Manager/Team Leader and other senior staff within the overall stream. The occupant of this role is responsible for:

- Working collaboratively and effectively with the multidisciplinary team and internal and external service providers and will promote a consumer-focused model of care, coordinate referrals, and as a senior clinician, provide effective clinical leadership within a defined practice area.
- Practicing within the relevant professional framework and applicable professional codes of conduct and ethics.
- Collaborating with the multidisciplinary team to provide timely, efficient and effective service delivery and improved health outcomes for service consumers.
- Accepting accountability and responsibility for their own practise and for recognising and maintaining their own professional development needs as well as contributing to performance development for other staff.
- Where applicable, exercising 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.
- Complying 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. Demonstrated ability to deliver high quality mental health care in an acute community mental health setting with a particular focus on triage assessments, risk assessments, brief psychological interventions and developing initial management plans.
2. Extensive demonstrated experience working in a community mental health setting in a leadership or autonomous clinical role and as part of a multidisciplinary team.
3. Demonstrated knowledge of relevant philosophies, such as trauma informed care and recovery principles, policies and procedures and associated legislation which impact upon the community based setting.
4. Demonstrated time management and organisational skills, including the ability to prioritise clinical and administrative tasks within a busy environment subject to work pressure and change.
5. Proven commitment to teamwork, together with advanced interpersonal skills, including written and verbal communication, and the ability to provide leadership, manage conflict and develop and maintain effective working relationships with both internal and external service providers in the planning and coordination of clinical care for consumers.
6. Demonstrated capacity to positively role model and effectively undertake a senior clinical and leadership role within a multidisciplinary community based mental health acute care team, including providing supervision and support to other staff as required.
7. Demonstrated advanced understanding of clinical risk and its implications for practice, including the application of Safety and Quality and Workplace Health and Safety legislation across the clinical setting, with the ability to develop a culture of risk mitigation.

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 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](#).