



ROLE DESCRIPTION

Role Title:	Triage Coordinator		
Classification Code:	AHP3	Position Number	
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Mental Health Clinical Program		
Division:	Eastern / Mental Health Service		
Department/Section / Unit/ Ward:	Eastern Community Mental Health		
Role reports to:	Operationally to the Team Manager Professionally to the Principal Discipline Lead		
Role Created/ Reviewed Date:	15/4/24		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input 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 type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (<i>minimal patient contact</i>)		

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.</p> <p>The Clinical Coordinator is responsible for the coordination of clinical business and clinical processes of the Community Mental Health Team. Operating as a part of the leadership team, the Clinical Coordinator is an experienced mental health clinician who will support clinical service delivery.</p> <p>Employees in this role accept accountability for the outcomes of clinical practice and for addressing inconsistencies between practice and policy and for developing team performance and a positive work culture in the interest of consumer outcomes.</p> <p>The incumbent will be required to participate and contribute to the strategic and operational management of the sector as directed by the Service Manager.</p> <p>Various practice models may be used to enact this role, including but not limited to:</p> <ul style="list-style-type: none"> - ensuring that appropriate clinical support processes are in place - providing clinical leadership in partnership with the Team Manager and Head of Unit to a multi-disciplinary integrated community mental team - providing direct expert care for an individual or group of consumers and carers.

Direct Reports:
<ul style="list-style-type: none"> • None.

Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> • Operational responsibility to Team Manager • Clinical responsibility to Head of Unit • Professional responsibility to appropriate Principal Allied Health Professional • Works collaboratively with Team Managers and other teams to ensure a responsive, integrated and timely approach to clinical management systems and processes. • Works collaboratively with Principal Allied Health Professionals and Nursing Directors regarding discipline specific matters, practices and quality improvements related to clinical service provision. • Maintains close collaborative working relationships with the multidisciplinary team. <p><u>External</u></p> <ul style="list-style-type: none"> • Develop and maintain cooperative and productive partnerships at various levels with a range of primary and secondary service providers including GPs, NGOs, agencies working with the NDIS and other services providing psychosocial supports • Develop and maintain cooperative and productive relationships with other LHNs and other government providers relevant to consumers, their families and/or carers.

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> • Balancing service requirements and resource constraints • Ability to review, process and allocate a significant number of referrals to the team • Ability to clinically support members of the multidisciplinary team under pressure.

Delegations:
<p>Delegated Level: N/A</p> <p>Staff supervised: Direct: None Indirect: None</p>

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 'General Probity NPC' Criminal History Clearance, 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.
- Hours of duty will be in accordance with provisions of the SA Public Sector Wages Parity Enterprise Agreement.
- May be required to work within other locations of the Central Adelaide Local Health Network.
- Must undertake supervision and professional development activities consistent with AASW's standards and requirements.
- Required to comply with and meet SA Health's credentialing requirements including participating in supervision and continuing professional development.
- Must have a current, valid and unencumbered South Australian driver's license and willingness to drive a government plated car.
- Intrastate travel may be required.
- Will be required to travel between locations and work within community settings and within the consumer's own environment within the metropolitan region.
- May be required to undertake a health assessment prior to commencement.
- May be required to be rostered and to work ordinary hours over five, six or seven days of the week and/or work reasonable overtime, and to participate in an on-call roster, including out of hours / weekend work, undertake shift coordination, duty work and rapid response. Roster arrangements may be reviewed/varied, in order to meet organisational requirements.

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 and 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.

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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensures high quality consumer care in the area of Community Mental Health, aimed at improving consumer health outcomes by:</p>	<ul style="list-style-type: none"> • Ensure that service provision and the activities of the team are consumer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of consumers their families and carers. • Coordinating and overseeing consumer care and health service delivery for a specified community mental health team. • Providing practice and program leadership within the integrated team, in partnership with the Team Manager and Head of Unit. • Contributing expert clinical knowledge to improve consumer care in the development of clinical protocol and standards development. • Providing expert clinical care and interventions following the role of care coordination for consumers of community mental health services supporting a risk assessment framework. • Providing leadership in facilitating clinical reviews and clinical management of especially complex or difficult cases, in conjunction with the Service Manager, Clinical Director, Team Manager or Head of Unit. • Support the appropriate use of clinical record systems, utilising the statewide assessment, care plan and risk assessment process for the multidisciplinary team. • Facilitating consumer and carer participation in relation to the completion of a mental health assessment, care plan and proactive service delivery and evaluation. • Encouraging and facilitating mutual learning opportunities and exchanges between consumers and staff. • Provide proactive case load mix strategies to enhance the team's practice of care coordination. • Undertaking a clinical case load and providing expert care based on experience and professional expertise. • Offering specialist group, or individual programmes according to evidence-based practice, individual skills and service/team requirements. • Providing expert and discipline specific consultation and assistance to other service providers to meet the mental health care needs of individuals. • Addressing inconsistencies between practice and policy • Encouraging a positive work culture in the interest of patient/consumer outcomes.
<p>Support the successful operation management of the integrated community mental health team by:</p>	<ul style="list-style-type: none"> • Fostering a positive work culture which is based on SA Health's values and promotes consumer-centered practice, learning and development, safety and welfare of staff, acknowledges differences and encourages creativity and innovation. • Supporting high quality clinical review structures, data collection and service evaluation / review in-line with Key Performance Indicators and service requirements. • Developing and monitoring clinical pathways to enhance the consumer's and carer's experience of the mental health service. • Contribute to establishing the standards of practice within the team whilst acting as a clinical role model to colleagues.

	<ul style="list-style-type: none"> • Contributing specific expertise to evaluation and research activities in order to improve practice and service delivery. • Contributing to the development and sustainability of therapeutic interventions and skills for the needs of consumers within the community mental health service using systems of resource and standards promulgation. • Establishing appropriate team priorities and practices in consultation with Service and Team Managers, Clinical Director and the Head of Unit. • Promoting reform agenda in mental health. • Promoting effective clinical and operational supervision structures to enhance the individual support, development and performance of staff.
Implementing and coordinating within span of control, processes for quality improvement and continuity within corporate risk management and professional practice frameworks by:	<ul style="list-style-type: none"> • Maintaining quality strategic consumer services consistent with service, national and state benchmarks. • Supporting the team and individual practices which reinforce the requirements of the Mental Health Act. • Liaising with the Team Manager to investigate any complaints which may arise and take the necessary action to resolve them. • Regularly reviewing the effectiveness of team operations and service outcomes in conjunction with the Team Manager and the leadership group. • Encouraging and supporting interdisciplinary and multidisciplinary professional practices. • Implementing risk management practices in accordance with CALHN and mental health policies and procedures.
Contributing clinical expertise to learning environments, which may include individual/team capability development and/or post registration clinical teaching by:	<ul style="list-style-type: none"> • Holding a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role. • Assisting in the formulation of policies and participating as a member of Mental Health management groups and committees. • Contributing to the development of strategic planning activities. • Implementing local policies which reflect and compliment service standards and policies as well as relevant legislation. • Developing strong relationships and communicating proactively with a range of external and internal stakeholders. • Participating in planning and service modelling discussions relevant to Mental Health. • Consulting with, promoting and participating in training / education sessions with community organisations. • Participate in audit and the application of evidence-based practice with particular relevance to the mental health consumer group.
Display a commitment to continuous personal and professional development by:	<ul style="list-style-type: none"> • Actively pursuing professional development to maintain current best practice standards and meet professional registration and/or credentialing requirements. • Establishing own professional clinical supervision, mentorship and support relationships. • Participating in the discipline's professional group. • Actively participating in Performance Review and Development. • Meeting mandatory training requirements.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- An appropriate degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers **or**
- An appropriate Degree or equivalent qualification which entitles registration as an Occupational Therapy with Occupational Therapy Australia **or**
- Masters Degree in Clinical Psychology or equivalent qualification recognised by the PsyBA and general registration with PsyBA with an endorsed area of practice in Clinical Psychology.

Personal Abilities/Aptitudes/Skills (related to job description and expressed in a way which allows objective assessment)

- Demonstrated leadership ability to develop and lead a multidisciplinary team.
- Demonstrated high level of communication and interpersonal skills with the ability to be self-motivated, resourceful and innovative.
- Proven ability to effectively manage conflict situations.
- Demonstrated ability to analyse problems, devise and implement creative & effective strategies with the ability to evaluate outcomes in an effective and efficient manner.
- An understanding of and ability to manage within an allocated budget.
- Demonstrated ability to maintain and enhance a range of relevant partnerships, networks and relationships with key stakeholders within and external to the organisation and demonstrate the ability to work respectfully with consumers and their families.
- Demonstrated commitment to the principles and practices of Equal Employment Opportunity and Ethical Conduct
- An understanding of, experience in and ability to manage to the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Work Health and Safety Act, utilising AS/NZS 4360 Risk Management, or to an equivalent set of standards.

Knowledge

- Sound knowledge of Work Health and Safety principals and procedures.
- Sound knowledge of Quality Management principles and procedures.
- Working knowledge of Microsoft Applications.
- Specialist knowledge in the area of mental health, including National Mental Health Policy/ Standards/ Plans, South Australian Mental Health Act and the Reform Agenda for Mental Health Services.
- Working knowledge and understanding of Equal Employment practices and principles.
- Sound knowledge of current organisational and management principles.

Experience (including community experience)

- Experience in a clinical role within a mental health service.
- Demonstrated success in working within a multidisciplinary environment.
- Demonstrated experience in working with mental health consumers and carers.
- Experience in working with a range of government and non-government agencies.
- Proven experience in basic computing skills, including email, word processing and excel.

DESIRABLE CHARACTERISTICS

Educational/Vocational

- Relevant post graduate qualifications in mental health, management or human resource Management
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Personal Abilities/Aptitude/Skills/Experience

- Demonstrated high level conflict resolution skills.
 - Demonstrated skills and ability in collaboration and the development of partnerships.
 - Expertise in quality assurance, research and evaluation.
 - Ability to engage staff and contribute to change management.
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Knowledge

- Extensive knowledge of a broad range of contemporary rehabilitation and recovery service delivery approaches and disability management.
 - Knowledge of modern management theory and practices and process of managing changes
 - An understanding of psycho-pharmacological practice.
 - An extensive knowledge of Legislation pertaining to mental health, in particular:
 - SA Mental Health Act
 - Guardianship and Administration Act
 - Equal Opportunity Act
 - Work Health and Safety Act
 - Respectful behaviours policies.
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Experience

- Experience in managing community development initiatives.
 - Experience in preparing written proposals.
 - Experience in developing staff development programs.
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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:

CALHN is one of ten Local Health Networks (LHNs) in South Australia. 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 Services (GHS) Acute Care beds and Inpatient Rehabilitation Services 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 DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy.

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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan, which is applicable to all Clinical Programs and departments, will continue to be implemented over the next three years.

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:

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:

