

Position Description

Mental Health Clinician



Branch	Community, Family and Youth
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 6
Reports to	Program Manager Care Connect
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	January 2021
Approved by	Senior Manager People & Culture
Review date	June 2022

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Position Purpose

The Community, Family and Youth Branch delivers high-quality services across the continuum of support, including early intervention, diversion, health and wellbeing and intensive support programs in the focus areas of health, mental health, welfare, referral, housing and employment services.

Within program guidelines, teams deliver both funded and fee-paying offerings to ensure access to the appropriate levels of service and support. Support is underpinned by a practice framework using strengths-based trauma informed practices to support people in building their own capacity and resources for positive change. Our teams celebrate and acknowledge diversity working across sectors and collaborating with community including schools, employers, housing, health and social service providers to facilitate strengthened personal, social and cultural connection, and improved health and wellbeing.

The Mental Health Clinician works as part of a small multidisciplinary team, providing short term psychological intervention and support to people at risk of suicide or self-harm with therapeutic support provided in a range of settings including outreach. The role also supports a weekend referral intake and assessment roster.

Key Accountabilities

A high-level description of the most critical and important aspects of the position

- Work closely with program manager and program workers to ensure sound intake, assessment and safety planning.
- Work closely with hospital and health services and other community services to ensure effective incoming and outgoing referral processes and to ensure internal and external referral needs of customers are met
- Deliver short term recovery-oriented psychological interventions in a therapeutic context utilising evidence-based interventions and in accordance with the National Standards for Mental Health Services, the NSW Strategic Framework for Suicide Prevention and the Black Dog Institute's Lifespan approach
- Support the program workers in the delivery of high-quality psycho-social recovery-oriented services
- Coordinate therapeutic interventions by formulating plans in collaboration with the customer, family / carers, other staff and external agencies
- Ensure practice is delivered in line with Social Futures Practice Framework and Quality and Clinical Governance Framework requirements and supports quality improvement activities to ensure ongoing improvement of service outcomes
- Maintain clinical responsibility for all actions, including completing accurate and timely case notes, and customer records, and preparing clinical reports to referring parties as required
- Support governance and compliance systems and processes to ensure the effective management of WH&S and other legislative compliance
- Support planning and reporting processes to ensure performance measurement, monitoring and reporting requirements are met
- Build and support beneficial linkages internally and within the community to ensure an integrated approach to suicide prevention and to expand service options for customers
- Represent the organisation at relevant community and intersectoral events when required

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Supporting the achievement of program objectives within a demanding and complex service delivery environment
- Supporting organisational culture and building staff capability within the team to meet operational demands
- Working in a small, remote team with a focus on building linkages that contribute effectively to suicide prevention in the region

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Report on performance against agreed measures and discuss future directions• Identify emerging issues and risks and their implications and propose solutions
Team	<ul style="list-style-type: none">• Contribute to the team's achievement of its key performance indicators
External	
External customers and participants	<ul style="list-style-type: none">• Facilitate relationships to ensure services meet current and evolving needs and expected service delivery standards• Engage in service design and evaluation, to continually improve operations, service delivery models and solutions
Funding agencies, delivery partners, community and government	<ul style="list-style-type: none">• Facilitate relationships to support the delivery of programs and services to meet current and evolving need• Facilitate collaborative networks and relationships to share ideas and learnings, maintain currency of issues and leverage intelligence

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Adept
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Tertiary Qualification in Psychology, Occupational Therapy, Social Worker or equivalent and current registration with AHPRA or AASW
- At least 2 years demonstrated supervised experience in the area of mental health and mental distress
- Knowledge and experience in the provision of evidence based therapeutic services and person-centred practice with people at risk of suicide or self-harm within a recovery framework
- Experience participating in 'case conferencing' with Psychologists, Psychiatrists, Allied Health Professionals, Local Health District staff and other relevant government and non-government organisations
- Excellent relationship, negotiation and conflict management skills with a proven ability to develop and maintain strong and effective relationships with government/funders, service providers, staff, peers and key stakeholders in the local community
- Experience in implementation and monitoring of quality assurance processes across customer service programs, including managing risk and program evaluation

All positions will require current National Police and Working with Children Checks as a condition of employment.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Regular
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
	Liaise with clients/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level E - Planning at an operational level is necessary for periods in excess of one month affecting the work area or a range of other positions
2	Freedom of the position to act (autonomy)	Level D – Decisions are made by choosing the appropriate process or direction from policy, practices, precedent or legislation Unusual or complex problems are mostly referred to the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level F – Problems are complex and the solution requires investigation, analysis and evaluation of information that is not readily available and with the application of technical expertise
4	The level of verbal communication skills required of the position	Level D - Address contentious matters through discussion and response to achieve settlement
5	The level of written communication skills required of the position	Level D – Write correspondence and standard reports and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level D – Major
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level C – Leadership and organisational skills are required to develop and control a work area or project involving frequent contact with other staff to resolve minor problems
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1

I hereby confirm I have perused this Position Description in its entirety, and as a result I have a sound understanding of the requirements of my role.

Signed: _____

Date: ___/___/___

Print Name: _____