

# Role Description

## Occupational Therapist/Psychologist/Social Worker – Senior (Crisis Care Coordinator)

<b>Job ad reference:</b>	MH576045		
<b>Location*:</b>	Chermside	<b>Unit/Department:</b>	Crisis Response Team (CRT) The Prince Charles Hospital Metro North Mental Health
<b>Status:</b>	Permanent full time and part time positions available	<b>Classification:</b>	HP4
<b>Salary Range:</b>	\$124,435 - \$133,901 per annum (plus superannuation and leave loading benefits)	<b>Closing Date:</b>	Wednesday, 17 July 2024
<b>Contact name:</b>	Jonathan Norris Acute Care Team Leader MNMH TPCH	<b>Contact number:</b>	(07) 3139 6371
<b>Online applications:</b>	<a href="http://www.smartjobs.qld.gov.au">www.smartjobs.qld.gov.au</a>		

\*Please note there may be a requirement to work at other facilities located across Metro North Health.

\*\*Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Health.

\*\*\*Applications from third parties will not be accepted.

\*\*\*\* Total Remuneration Package excludes extended hours commitments and penalties, overtime, and recall.

### Purpose of the role

The purpose of the role is to be agile, flexible, and responsive to the needs of consumers presenting in mental health crisis/experiencing mental health deterioration in the Metro North catchment area, Prince Charles Hospital (TPCH) Emergency Department and Crisis Stabilisation Facility (CSF). This role will ensure that the stakeholders involved in crisis care (e.g. Police, Ambulance, health workers, carers, support workers) receive high-level advice regarding crisis care options. This role will assess the suitability of people in crisis to enter the TPCH Crisis Stabilisation Facility, and work with the consumers in crisis to improve the journey ensuring they receive treatment in the right place and at the right time.

### Context and Delegations

- This role reports directly to Nurse Unit Manager, Crisis Response Team, MNMH TPCH.
- This role reports professionally to the relevant Allied Health discipline lead, MNMH-TPCH.
- This role will work directly with the TPCH Acute Care Team, TPCH Crisis Stabilisation Facility, TPCH Emergency Department, Police and Ambulance (including MH co-responders), MHCALL services, and the wider Metro North Mental Health services.

## Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North Health's values:

### Clinical Practice:

- Deliver contemporary high level clinical Social Work, Psychology, or Occupational Therapy services to consumers with complex mental health and alcohol and other drug treatment needs based on valid and reliable evidence, in accordance with professional practice, ethical and mental health standards to ensure culturally appropriate consumer focused outcomes. This includes:
  - Initial mental health and alcohol and drugs assessment (including risk assessments), triage and case formulation for consumers presenting to the service.
  - Crisis support and ongoing risk assessment for consumers requiring short term crisis care.
  - Deliver short-term allied health specific evidence-based interventions for multi-disciplinary team selected consumers, including the provision of occupation-based interventions, psychosocial interventions, or psychological interventions.
  - Advocacy to promote consumer, family and carer identified needs within the service.
  - Referral and liaison with other healthcare services, government and non-government agencies.
  - Deliver ASPIRES (Metro North Mental Health Suicide, Self-Harm and Overdose Prevention plan) related interventions such as safety planning, counselling on access to lethal means, substance use screening and safe transitions to appropriate services.
- Exercise independent clinical judgement and core problem solving skills and appropriate risk management strategies for complex presentations.
- Undertake high level and non-routine clinical duties as required in support of the service, management and other clinical members within the mental health service with infrequent need for direct clinical practice supervision.

### Communication / Team Participation:

- Actively participate in the multidisciplinary team by providing high level Social Work, Psychology, or Occupational Therapy advice and education to the multidisciplinary team, operational supervisors, and key stakeholders regarding professional standards and clinical service development.
- Utilise effective communication skills to optimise clinical outcomes and work cooperatively and effectively with consumers and carers; the multidisciplinary team; within the allied health professional groups, other Hospital and Health Services including other mental health services; government and non-government support agencies, General Practitioners, and Private Practitioners to support comprehensive and individualised service delivery outcomes for consumers across the broader mental health service.

### Leadership/Professional Development:

- Provide clinical leadership and participate in the identification, development, implementation and evaluation of quality, service improvement and/or research activities that enhance the delivery of Social Work, Psychology, or Occupational Therapy services, procedures and protocols that support the continuum of care, improve consumer care and contribute to the development of an innovative Crisis Response Team.
- Maintain professional accountabilities through active engagement in continuing professional education and clinical supervision to develop clinical practice knowledge and expertise and to maintain relevant credentialing requirements as defined by Metro North Mental Health Allied Health Services. This includes participation in service area and relevant Social Work, Psychology, or Occupational Therapy meetings and data collection requirements.
- Deliver clinical education and clinical practice supervision to less experienced allied health, students and members of the multidisciplinary team, commensurate with level of experience, with the support and guidance of senior clinical staff.
- Monitor and report on clinical practice and outcomes within clinical service area including supporting the achievement of key performance indicators.
- Undertake a portfolio or additional team support functions as delegated by the Nurse Unit Manager.

## About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

## Health Equity and Racism

Metro North Health has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.

It is expected that all Metro North Health staff, including the incumbent of this role as a valuable member of the Metro North workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>



## Benefits when working for Metro North Allied Health

- Flexible working arrangements and competitive salary rates with annual incremental increases
- Benefit from a higher than standard employer contribution to Superannuation of 12.75% and access to generous salary packaging
- Additional entitlements for employees (casual employees excluded) may include sick leave, carer's leave, long service leave, paid parental leave, leave without pay to travel, professional development allowance and leave 17.5% annual leave loading with up to 27.5% for shift workers
- Rewarding career and development opportunities across a wide range of clinical and non-clinical areas
- Value driven organisation which provides a work environment that is safe, satisfying, flexible, and promotes a healthy work-life balance

## Our Vision

Excellent healthcare, working together, strong and healthy communities

## Metro North Health Values and their corresponding Lominger™ competencies:

				
Respect	Teamwork	Compassion	High performance	Integrity
<ul style="list-style-type: none"> <li>• Interpersonal savvy</li> <li>• Manages conflict</li> <li>• Communicates effectively</li> <li>• Balances stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborates</li> <li>• Develops talent</li> <li>• Values differences</li> <li>• Builds effective teams</li> </ul>	<ul style="list-style-type: none"> <li>• Customer / patient focus</li> <li>• Demonstrates self-awareness</li> <li>• Manages ambiguity</li> <li>• Being resilient</li> </ul>	<ul style="list-style-type: none"> <li>• Cultivates innovation</li> <li>• Action oriented</li> <li>• Drives results</li> <li>• Drives vision and purpose</li> </ul>	<ul style="list-style-type: none"> <li>• Decision quality</li> <li>• Ensures accountability</li> <li>• Courage</li> <li>• Manages complexity</li> </ul>

### About Metro North Mental Health

Metro North Mental Health (MNMH) provides services for people with severe and complex mental health needs across the life span including perinatal, child and adolescent, adult, and older persons. MNMH provides several specialist services including consultation liaison, forensic mental health, alcohol and drug services, eating disorders, community mental health and an inner-city homeless team.

All five public hospitals – Royal Brisbane and Women’s Hospital (RBWH), The Prince Charles Hospital (TPCH), Caboolture Hospital, Redcliffe Hospital, and Kilcoy Hospital – provide emergency response assessment for crisis situations and are linked to specialist mental health and alcohol and other drugs services for assessment and care. Dedicated acute inpatient services are at the RBWH, TPCH and Caboolture Hospital. Community services are delivered from facilities located in Brisbane City, Fortitude Valley, Herston, Nundah, Chermside, Strathpine, Caboolture, and Redcliffe with outreach services to Kilcoy.

MNMH is also the host site to a range of services provided to a state-wide catchment for alcohol and other drug services. The Alcohol and Drug Service (ADS) works under a harm minimisation model to help clients stop using, reduce use or to use more safely by providing trauma informed, evidence-based treatments including opioid maintenance, substance withdrawal management, needle and syringe program and counselling at several multidisciplinary clinics for clients with alcohol and drug dependence. MNMH hosts Adis 24/7 Alcohol and Drug Support which operates a 24-hour, 7 day a week providing confidential support service for people with alcohol and drug concerns in Queensland, as well as their loved ones and health professionals.

MNMH also has governance oversight of the Queensland Eating Disorders Service (QuEDS), Queensland Health Victim Support Service (QHVSS) and the Queensland Forensic Mental Health Service (QFMHS).

MNMH has a unique and thriving Lived Experience Team, with a commitment to “peer first” in clinical areas and lived experience input into service development and planning. MNMH is committed to the principles of a restorative just and learning culture as a solution to addressing safety a very complex health system through facilitating promotion of safety, effective healing, learning and improvement.

### How you will be assessed

You will be assessed on your ability to demonstrate the following values within the context of the “Key Accountabilities”. The ideal applicant will be able to demonstrate the following:

- **Respect** – demonstrates interpersonal savvy, manages conflict appropriately, communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all times.
- **Teamwork** – collaborates effectively, develops talent, values differences and builds effective teams to bring about best use of resources to deliver healthcare services.

- **Compassion** – is patient / client focussed, demonstrates self-awareness and the effects of behaviour on others, deals with or manages ambiguity and complexity, demonstrates resilience in the delivery of patient services or support in the delivery of services to patients
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North Health's vision and purpose to exceed expectations of our patients and stakeholders
- **Integrity** – demonstrates sound decision quality, ensures accountability, demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and invariably of a high standard.

In terms of technical knowledge, skills and experience and within the context of the responsibilities described above under Key Accountabilities, the ideal applicant will be someone who can demonstrate the following:

- Demonstrated high level of contemporary knowledge and skill in triage, assessment, liaison and co-ordination of consumers presenting with severe mental health disorders and/or crisis care needs, with an understanding of the complex impact of the disorder/crisis on the consumer and their family. This includes independent professional judgement for complex crisis co-ordination, and timely high level clinical advice regarding service delivery options for people accessing a crisis service.
- Demonstrated ability to work independently and co-operatively in a demanding complex multi-disciplinary environment and communicate effectively using well developed oral and written communication skills to enable effective interaction with consumers, carers, and other stakeholders.
- Demonstrated high level understanding of the principles, processes and environments that support recovery and an ability to work within a Recovery and Trauma Informed Framework, and evaluate the efficacy of these to constantly improve the service being delivered.
- Demonstrated experience in the identification, development and implementation of local quality and service improvement activities and the ability to provide clinical practice supervision to less experienced staff members and education to students commensurate with level of experience.

### **Mandatory qualifications/professional registration**

Appointment to this position requires proof of qualification and, where applicable, registration or membership with the appropriate registration authority. Certified copies of the required information must be provided to the appropriate supervisor/manager prior to the commencement of clinical duties.

#### **For Psychologists:**

- Mandatory possession of at least a tertiary degree qualification in Psychology from a recognised tertiary institution and full general registration as a Psychologist with the Psychology Board of Australia (AHPRA).
- Appointment to this position requires proof of qualification and registration with AHPRA.
- Accreditation (or ability to readily obtain accreditation within 12 months) as a supervisor with the Psychology Board of Australia.

#### **For Social Workers:**

- Mandatory possession of at least a tertiary degree qualification in Social Work from a recognised tertiary institution"
- It is a mandatory requirement for all Social Work positions that the candidate is eligible for membership of the Australian Association of Social Workers (AASW). Eligibility is dependent on the candidate having completed a University level Social Work degree accredited by the AASW and that the candidate does not have any other outstanding professional competency or ethical issues or complaints known to the AASW which may preclude membership to the association.
- Overseas qualified Social Work candidates require a "certification of eligibility" letter from the AASW to confirm their eligibility for membership of AASW. Overseas qualified applicants should include such evidence with their application to be considered for short listing in the selection process.
- A mandatory requirement for this position is obtaining a current Blue Card (working with children) certification.

#### **For Occupational Therapists:**

- Mandatory possession of a degree qualification in Occupational Therapy from a recognised tertiary institution and registration as an Occupational Therapist with the Occupational Therapy Board of Australia (AHPRA).

## Other requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):

- Measles, mumps, rubella (MMR)
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B
- Tuberculosis
- **Disclosure of Serious Disciplinary History:** Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious disciplinary action taken against them.
- Appointment as an Authorised Mental Health Practitioner (AMHP) under the *Mental Health Act 2016* is highly desirable. If not an AMHP, then willingness to undertake and complete the requirements for the appointment.
- The incumbent is required to operate a motor vehicle. As driving may be a significant task in the delivery of this position's objectives, proof of a current 'C' Class licence must be provided.
- Computer literacy skills.
- For psychology appointments, the completion of a Board-approved supervision program is the responsibility of the applicant.
- This position is required to participate in a 7-day week, working shifts across 24 hours, all days of the year.
- There may be a requirement to work at other facilities or locations across Metro North Mental Health.

Staff are expected to be compliant with the timely and accurate input and collection of consumer related demographic information, diagnosis, outcomes collections and provision of service activity into appropriate applications. The data and information include the electronic entry and completion of documentation to meet legislative requirements, including *Mental Health Act 2016* and *Public* documentation, admissions, discharges and transfers.

Staff are expected to possess knowledge of, or have the ability to acquire knowledge of, relevant applications including:

- Electronic clinical systems e.g. Consumer Integrated Mental Health and Addictions Application (CIMHA), Hospital Base Client Information System (HBCIS), Emergency Department Information System (EDIS), Patient Flow (KYRA and Electronic MH Journeyboard) as relevant
- Electronic education and training systems e.g. Talent Management System (TMS)
- Electronic incident reporting and consumer feedback systems e.g. Riskman
- Electronic payroll and rostering systems e.g. My HR

Staff are expected to possess knowledge of, or have the ability to acquire knowledge of, principles of patient-centred care, recovery-focussed care and trauma-informed care.

## How to apply

Please provide the following information to the panel to assess your suitability:

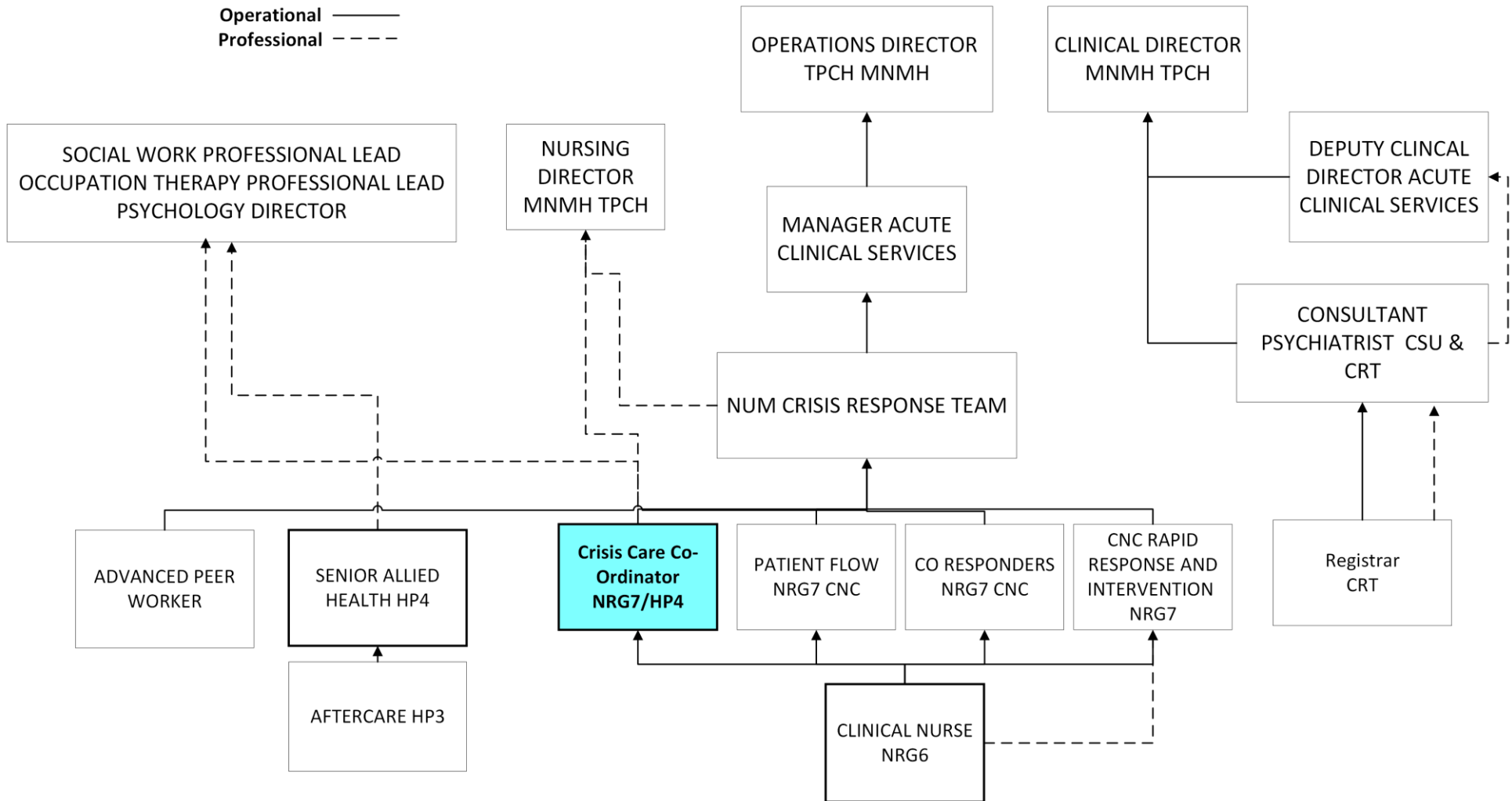
1. **A short statement (maximum 2 pages)** - Formulate your response to the dot points listed under "*How you will be Assessed*" within the context of the "*Key Accountabilities*"  
**And**
2. **Your current CV or Resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your CV or Resume.

## Instructions on how to apply

- Submit your application online at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) by the closing date.
- Please note that hand delivered applications will not be accepted.
- Only those persons eligible to work in Australia may be employed by Metro North Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact officer.



## MNMH-TPCH CRISIS RESPONSE TEAM



### Diversity and Inclusion

We are committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

### Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

### Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2<sup>nd</sup> Edition and the Australian Council on Healthcare Standards (ACHS).

### Vaccine Preventable Diseases (VPD) Requirements ([Health Employment Directive No. 01/16](#))

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

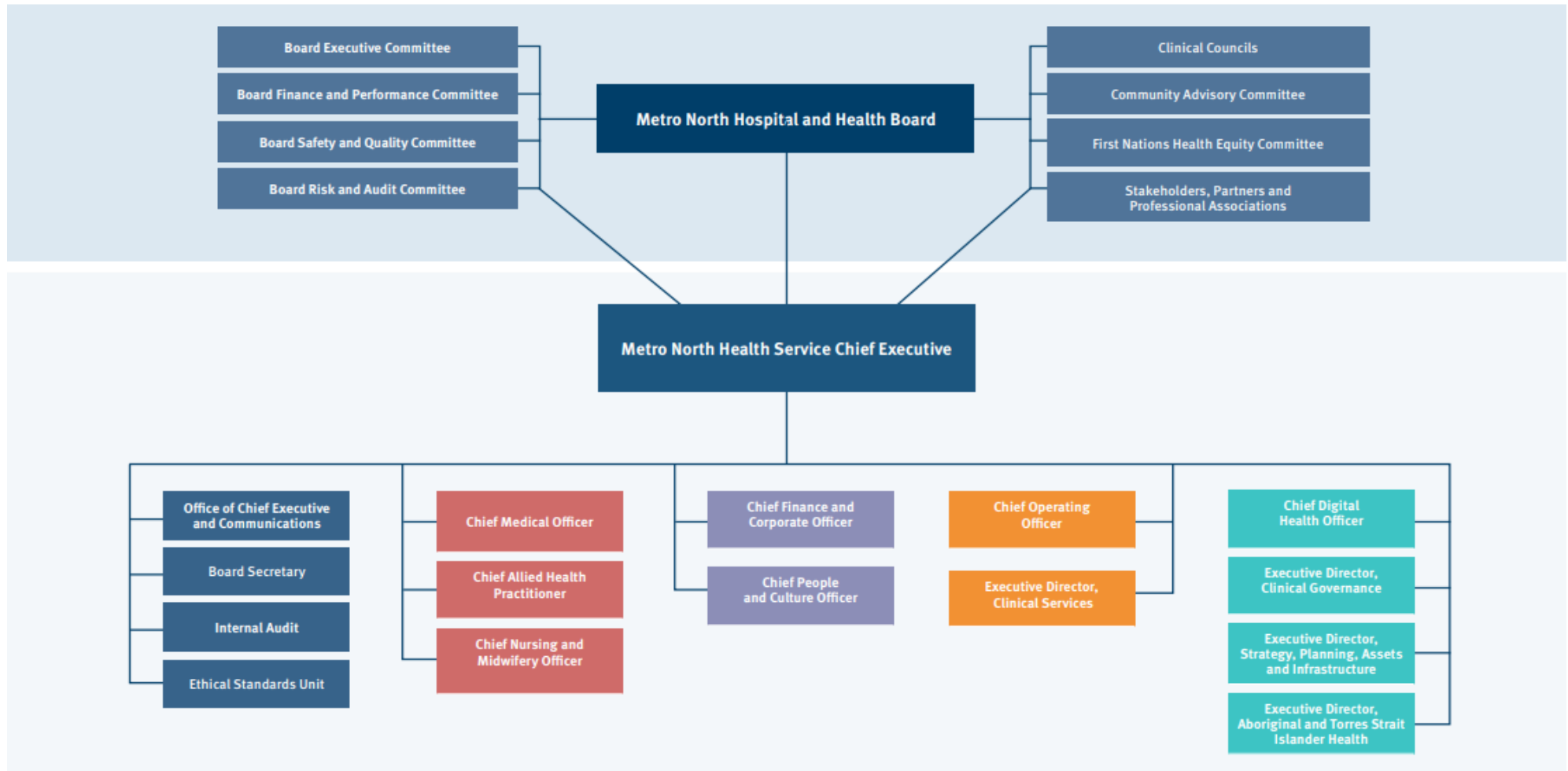
Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).



## Additional Information

- Applications will remain current for 12 months or for the duration of the vacancy.
- Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:  
[https://www.forgov.qld.gov.au/\\_data/assets/pdf\\_file/0033/185919/lobbyist-disclosure-policy\\_0.pdf](https://www.forgov.qld.gov.au/_data/assets/pdf_file/0033/185919/lobbyist-disclosure-policy_0.pdf)
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2  
<https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

# Metro North Health Executive Structure



EFFECTIVE DATE: 08/2023