## POSITION DESCRIPTION

# MENTAL HEALTH clinical care coordinator – Lvl 1

## Purpose of Position

To provide recovery oriented care and care coordination services to people in the community with mental health difficulties who experience significant functional impairment due to complex psychosocial comorbidities and/or risk factors. This includes activities such as comprehensive assessments to identify care needs, undertaking evidence based interventions and providing clinical care coordination services within primary care and link people to General Practice and community-based psychiatric care as required.

Clinical Care Coordination is intended to provide time limited support with the aim of addressing clinical care barriers for the person, reducing complexity in their environment and assisting to build capacity and resilience. At Hunter Primary Care these services are delivered utilising person-centred, trauma informed and recovery oriented approaches, while developing the individual’s capacity for self-efficacy.

A subset of this service includes the Transitional Care Packages (TCP) Program, which partners with Hunter Valley Mental Health Service to provide short term (up to 12 weeks) client-centred care packages for people transitioning from tertiary to primary services with mild to moderate mental health difficulties, including suicidal ideation. Clinical Care Coordination also provides clinical assessment and planning working in collaboration with peer navigators to provide culturally appropriate mental health care.

The position supports the strategic objectives of Hunter Primary Care (HPC) by supporting people to live a healthy life.

## Reports to

* Program Manager – Clinical Care Coordination and Indigenous Mental Health

## Direct Reports

* Nil

## Scope of Practice

The mental health clinician will be expected to apply knowledge and theory relevant to their professional background and training. Through assessment (including ongoing risk assessment) and care coordination, the mental health clinician will engage with clients to understand their needs, including their relationship with significant others and the wider community to ensure that the client is linked in with appropriate care services and providers. Such practice is undertaken within an individual’s area and level of expertise and with due regard to ethical, legal, and profession-prescribed standards.

## Key Responsibilities

### service provision

The primary intervention provided is clinical care coordination for people with mental health difficulties who are experiencing significant functional impairment exacerbated by complex psychosocial comorbidities and/or risk factors.

The position will build and strengthen partnerships, particularly with clinical services and sits within Primary Mental Health Care Services at Hunter Primary Care and is part of a clinical mental health suite of services supported by clinical managers and experienced senior clinicians.

Key interventions include:

* Detailed assessments to identify care needs, undertake evidence based interventions, provide clinical care coordination services within primary care and link people to General Practice and community-based psychiatric care as required.
* Linking people into psychosocial support services, community supports and facilitate access to support for environmental stressors and lifestyle interventions as required.
* Providing clinical care coordination and recovery orientated mental health services, such as evidence informed treatment, therapies and psychosocial support aimed at achieving the best outcomes for people’s mental and physical health and wellbeing.
* Regular assessment and review of the mental state, treatment and care planning;
* Providing assistance with medication, including psychoeducation, monitoring and review of compliance with medication
* Providing information on physical health care to clients;
* Maintaining links and undertaking case conferencing with GPs, psychiatrists and allied health workers such as psychologists, social workers and occupational therapists
* Collaborative care planning, assisting in coordination and access to other health professionals such as GPs, psychiatry and allied health clinicians;
* Liaising with and involving family and carers in clinical care coordination and care planning;
* Maintaining a recovery orientated model in the planning and care management of the mental health consumer; and
* Liaising and establishing links with organisations that provide psychosocial support services as appropriate and where available.
* Providing clinical assessment and care planning in collaboration with Peer Navigators as part of the Indigenous Mental Health Program.
* Working in a collaborative model with Peer Navigators in Indigenous Mental Health program.

These services will typically be provided face to face within a range of settings such as community locations (e.g. HPC offices) or outreach to the person within their home or other suitable community location.

The position will also include responsibilities such as:

* Planning care with the person to minimise their experience of barriers and complexity while aiming to build their capacity and resilience
* Working collaboratively with other staff within HPC Primary Mental Health Care Services, guiding decision-making, problem solving and sharing care to ensure optimal quality and safe service delivery.
* Leading collaborative care planning meetings which engage the person, their families/carers and the person’s clinician and support network. Be the central point of liaison with clinical services or other key stakeholders in the client’s
* Maintaining partnerships and linkages with key stakeholders and organisations to support referral pathways, facilitate service linkages and integration of services around an individual’s needs
* Providing assertive outreach following discharge from hospital, minimising avoidable hospital presentations and readmissions to acute mental health inpatient units and/or subsequent re-presentations to Emergency Departments.
* Maintain up to date and comprehensive records on clinical software
* Contribute to service development by identifying improvement areas and being actively involved in implementation of any agreed changes
* Work towards achievement of the program objectives and deliverables as determined by HPC
* Other duties within the service as directed by the Program Manager

### external relationships

* Participate in maintaining relationships with relevant service providers to facilitate client’s engagement with community services
* Communicate with GPs and other primary care providers as part of care package.
* Encourage a collaborative approach to care including the client, their families and identified supports.
* TCP: regularly visit and liaise with Maitland Mental Health Unit and attend hospital multidisciplinary meetings as required.

### professional development

* Seek feedback and engage in the development and achievement of career goals and objectives
* Actively participate in performance feedback and reviews
* Participate in regular supervision including Clinical Supervision

### professional conduct

* Behaviour is perceived to be consistent with the HPC core values and code of conduct

### Work Health and Safety

* Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons
* Comply so far as is reasonably able, with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety

POSItioN CLASSIFICATION

This position is classified as Allied Health Professionals Level 1 position in accordance with the Hunter Primary Care Agreement 2021.

## Selection Criteria

### Essential Criteria

* Degree qualification in a mental health profession
* Current AHPRA registration (as appropriate) and/or Accreditation with the appropriate professional body (AASW etc)
* Some experience within community based mental health services including care coordination, crisis intervention and/or assertive community treatment
* Ability to establish and maintain effective relationships with key stakeholders
* Sound written and verbal communication skills including the ability to engage with a diverse range of people.
* Capacity to work autonomously within a strong clinical governance framework.
* Skilled in the use of computers/clinical software including client management systems and Microsoft Office programs.

### Desirable Criteria

* Mental Health Accreditation (for nursing, social work, occupational therapy), or working towards same.
* Sound knowledge of Hunter area public, private and NGO mental health sectors
* Sound knowledge and understanding of Primary Care health pathways
* Demonstrated knowledge and understanding of mental health service delivery within a recovery framework
* Demonstrated experience or commitment to working with Aboriginal and Torres Strait Islander people in a culturally competent manner and successfully partnering with Indigenous organisations.

## Special Conditions

* Current National Police Check
* Current NSW Working With Children Check

## Acceptance of Position

I hereby accept the position as outlined in the above points and agree to abide by the HPC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities that may arise from time to time.

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Signature Print Name

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Date

Position Approved by Rebecca Nichols, General Manager Mental Health, February 2024