

Human Resources
Position Description



Position Title	Mental Health Clinician – Intake (Triage) Team		
Unit / Branch	Division of Medicine/ Mental Health		
Classification	OT2/P2/SW2/SP2/RPN3	Employment Status	Part-Time, Ongoing 1.0 EFT
Position reports to	Team Coordinator – Mental Health Intake (Triage) Team		
Location	The Royal Children’s Hospital, Flemington Road, Parkville		
Position Contact	Jane Debrincat – Team Coordinator		

The Royal Children’s Hospital

The Royal Children’s Hospital (RCH) has cared for the children and young people of Victoria since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.

We are the state’s busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The Royal Children’s Hospital is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: <http://www.rch.org.au/quality/child-safety/>

In April 2016, the RCH became the first Australian hospital to implement the world-leading ‘Epic’ electronic medical record (EMR). RCH has a strong focus on supporting the successful delivery of the Parkville Connecting Care program – a shared EMR with the Royal Women’s Hospital, The Royal Melbourne Hospital and Peter MacCallum Cancer Centre.

The RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.

Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at www.rch.org.au

ROLE PURPOSE

The Mental Health Intake (Triage) Team is an interdisciplinary, telephone-based service whose primary purpose is to provide timely and appropriate assessments for the mental health needs of young people from 0-15 years in order to determine the optimal access to care (including but not limited to the RCH Mental Health department’s broader services at a statewide and regional level).

The Mental Health Intake (Triage) Clinician is often the first point of contact within the department and the work is critical in positively engaging consumers and their families in recovery. The clinician: ensures consumers and families are promptly and appropriately provided with information to make informed consent in the decision making process; assesses mental health risks and the mental state of young people via telephone (either directly or with their family/carer and details from referrer); triages urgency according to the Victorian Statewide Mental Health Triage Scale; and decides if criteria are met for either accepting the referral into the service or providing the family/referrer with support to access other clinically indicated assistance (such as primary, secondary or tertiary consultations) or services providers external to RCH. It requires crisis and containment and management of difficult conversations, as well as accuracy of reporting the case details for future follow up by allocated teams.

As part of its Strategic Plan, the RCH is striving to become a national Centre of Excellence in infant, child and adolescent mental health. The RCH Mental Health team, in close collaboration with campus partners, is committed to supporting the development of such a centre and delivering GREAT care.

KEY ACCOUNTABILITIES

- Efficiently and competently prioritize telephone calls according to service procedures by providing high quality clinical assessments
- Provide telephone consultation, information and support to professionals, families and community agencies at a high standard of clinical care
- Facilitate the provision of teams' Crisis Response, Pathways Sessions, and Priority appointments (according to team procedures) by assessing the client via the telephone, categorizing their needs according to the Victorian Statewide Mental Health Triage Scale
- Work collaboratively with other clinical disciplines within the team to provide high quality inter-disciplinary care
- Provide high quality mental health promotion (for instance, consultation with and education of other teams or clinicians both internal and external to the department)
- Maximise service coordination through positive and effective relationships with key stakeholders
- Follow instructions as per the team's Operating Manual, policies and procedures
- Complete accurate, timely and professional clinical record keeping and documentation (including updating team database details)
- Participate in our Electronic Medical Record (EMR) system
- Complete mandatory client contacts and report activity levels (statistics) to support team/s meeting KPI obligations
- Participate in continuous quality improvement
- Work within legal and ethical obligations for excellent family focused care
- Where relevant, complete tasks associated with Mandatory reporting of vulnerable children to relevant authorities
- Actively confer with Team Coordinator or Director where clinical complexities make decision making difficult to ensure a robust, thought-through and timely response
- Actively participate in all forms of supervision (operational, professional and clinical)
- Lead and/or support continuous quality improvement activities.
- Demonstrate an active interest or experience in research, quality improvement and program evaluation.
- Participate in a new initiative regarding assessments

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary Qualification in relevant discipline
- For Nursing applicants only: Professional Degree in Nursing discipline with appropriate post graduate mental health nursing qualification or equivalent.
- Current Registration with AHPRA (where professionally relevant). For Psychologists, this means full registration with the Psychology Board of Australia and preparedness to work towards endorsement as Clinical Psychologist with the Psychology Registration Board of Australia
- Eligibility for Membership in Victoria of an appropriate Professional Body
- Demonstrated clinical skills in the provision of child and adolescent mental health care
- Valid Victorian Driver's Licence

Desirable

- Prior experience in providing psychiatric triage or intake functions within child and adolescent mental health
- Clinical experience in a tertiary mental health setting
- Completion of the Developmental Psychiatry Course (DPC)

KEY SELECTION CRITERIA

- Ability to provide high quality clinical care including telephone-based assessment, triage and prioritization of consumers' needs and requests and ensure allocation of a clinician as appropriate
- Demonstrated excellent clinical skills in the provision of child and adolescent mental health care
- Highly developed written and verbal communication skills and inter-personal skills
- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders to maximize service coordination and cooperation as well as capacity building with community agencies.
- Professional and efficient record keeping both written and electronic
- Evidence of ongoing professional development
- A flexible and adaptable approach to functioning in a team environment that enhances the team's high performance
- Demonstrate awareness and understanding of legal obligations when working in a CAMHS context in Victoria

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- *We do better work caring for children and families when we also care for each other*
- *I bring a positive attitude to work – I share, I laugh, I enjoy other's company*
- *I take responsibility for my behaviour and its impact on others*
- *I am curious and seek out ways to constantly learn and improve*
- *I celebrate the good stuff, the small stuff, the big stuff – it all matters*
- *I speak up when things aren't right*
- *I value the many different roles it takes to deliver great patient care*
- *I actively listen because I want to understand others and make better decisions*
- *I am inclusive and value diversity*
- *When it comes to teamwork, I don't hold back – I'm all in.*

QUALITY, SAFETY AND IMPROVEMENT

RCH Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- *Acting in accordance and complying with all relevant Safety and Quality policies and procedures*
- *Identifying risks, reporting and being actively involved in risk mitigation strategies*
- *Participating in and actively contributing to quality improvement programs*
- *Complying with the requirements of the National Safety & Quality Health Service Standards*
- *Complying with all relevant clinical and/or competency standards*
- *Complying with the principles of Patient and Family Centred Care that relate to this position*

- *The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, all members of the LGBTQI community and people with disability.*

Position description last updated

April 2021