

## POSITION DESCRIPTION



<b>Position Title</b>	South West Team - Site and Team Coordinator		
<b>Unit / Branch</b>	Division of Medicine (Mental Health)		
<b>Classification</b>	RPN5/P4/ SW4/ OT4/ SP4	<b>Employment Status</b>	Full-time ; Fixed Term 1.0FTE
<b>Position reports to</b>	Operations Manager, Mental Health		
<b>No. of direct &amp; indirect reports</b>	Direct: 9 Indirect: 0		
<b>Location</b>	Hoppers Crossing site, RCH Mental Health		

<p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>
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<p><b>ROLE PURPOSE</b></p> <p>This senior leadership role in the Mental Health department has responsibilities at both an operational and clinical level. It forms a partnership with team Consultant Psychiatrist/s, which together leads the South West team (a community child and adolescent mental health team). The Site Coordinator is primarily responsible for the operational functioning of the RCH Mental Health South West team site and the staff, and the Consultant Psychiatrist is primarily accountable for driving high quality clinical care across the Team. The position also significantly contributes to the overall effective and efficient delivery of departmental Key Performance Indicators (KPIs), improvements in overall care and delivery of high quality systems of management and professional development within the department and at times that of the wider Royal Children's Hospital (RCH). The team is supported by the Principal Psychiatrist – Community and the Mental Health Senior Management Group.</p> <p>The role comprises the following key components: site management for the RCH Mental Health South West team site in partnership with head tenant, coordination of an interdisciplinary team, senior clinical input (individual, family, group work,</p>
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etc.), discipline supervision, mental health promotion and education, management of strategic community partnerships and a shared departmental quality improvement portfolio. The role is responsible for ensuring the team provides high quality tertiary mental health care for children up to 15 years and their families through skilled assessment, treatment, case management and consultation to internal and external stakeholders.

#### KEY ACCOUNTABILITIES

- Outstanding leadership through modelling a high standard of professional and interpersonal skills, attitudes and behaviours
- Purposeful and expert skills in engaging the team in delivering recovery-focused care of a high standard
- Effective management of the team's complex caseload according to service standards by ensuring the team provide high quality clinical care including crisis management, thorough and responsive assessment, collaborative Individual Treatment Planning (ITP) and case review, high quality therapeutic care and well-planned discharge/transition to other services/providers and that waiting times are minimised
- Ability to work effectively and collaboratively with staff within RCH Mental Health, the wider RCH and external stakeholders in order to facilitate timely accesses to mental health services for clients and promote mental health. This extends to timely processing of referrals and in-basket messages through EMR, face-to-face/telephone follow-up with stakeholders/clients and immediate management of complaints
- Effective delegation to members of the team to ensure timelines are met and tasks are monitored and completed to a satisfactory standard
- Oversight of the clinic-based appointment system for the team and adjusting clinicians' job plans if required on review
- Participation in team's crisis response, Pathways sessions, Fast track appointments, group work or manage other clinical caseload requirements (e.g. when staff are on leave)
- Oversight and management of individual staff members' workloads to comply with the Mental Health EBA's 'Community Workload Management System'
- Contribute to the team's provision of excellent secondary consultation to other health, education and community services/providers to enhance coordinated care and build mental health capacity in these services, with a focus on community planning and partnership development/enhancement (particularly relationships with child and family service providers such as headspace, Orygen Youth Health, education, family support and child protection)
- Completion of mandatory client contacts, outcome measures and report activity levels (statistics) to support team/s meeting KPI obligations, along with accurate, timely and professional clinical record keeping and documentation
- Active participation in all forms of supervision (operational, professional and clinical) but also provision of high quality, meaningful supervision to those in the team and relevant professional discipline (where allocated) i.e. a range of staff with different levels of experience, needs and caseloads
- Effective response to human resources issues as they arise including oversight of staff wellbeing within the team, recruitment (where approved), leave planning/rostering and cover arrangements, performance management and ensure staff actively participate in individual Performance Development Assessment Programs; and to seek support from the Director and Operations Manager at any time for additional guidance and support
- Oversight of the South West team and site management issues and budget
- Monitoring of revenue and expenses relating to cost centres managed
- Supporting administrative staff in reviewing and processing invoices for revenue and expenses
- Participation in and support of research and evaluation activities (as required for learning, innovation, and best practice)
- Independent initiation and contribution to service initiatives, but also demonstration of willingness to participate in aspects of service delivery led by others or to fulfil expectations and follow instructions by members of the Senior Management Group
- Superior skills in delivering quality improvement processes (needs assessment, implementation of new initiatives, review/evaluation) and assist in managing/overseeing departmental quality projects
- Overall site responsibility to ensure: the premises and RCH infrastructure are well maintained, safe, family-friendly and conducive to efficient and effective clinical service delivery; workplace health and safety activities and reporting are to RCH standards; the team has access to a responsive duress system for safety; liaison with the head tenant is timely and effective; issues are problem-solved and resolved locally or escalated to the Operations Manager and Director; functional systems are in place for monitoring assets, and relevant staff are clear about their site roles and responsibilities and are accountable to these expectations

- Oversight of day-to-day administrative team functions ensuring clear roles and responsibilities for team functioning, the team's adherence to RCH Policy and Procedures clear documentation of local site processes/procedures, completion of team contacts and other activities within set timelines, etc.
- Competence in the use of an Electronic Medical Record (EMR), and oversight of staff training competence in the EMR
- Maintenance of accurate records of own client and other reportable contacts through EMR and record contact hours through RAPID
- Provision of accurate and timely monthly accruals to Operations Manager

## QUALIFICATIONS AND EXPERIENCE

### Essential

- Tertiary Qualification or equivalent in relevant discipline
- Current Registration as an Occupational Therapist, Psychologist or Registered Nurse with the applicable Health Practitioner Board or a qualified social worker or speech pathologist. For Psychologists, this includes endorsement in clinical psychology
- Eligibility for Membership in Victoria with the appropriate Professional Body
- Experience in providing quality clinical/professional supervision to staff and students
- Demonstrated effectiveness in working in true partnership with other community mental health teams and community/family welfare agencies to plan and implement effective interventions for children and young people experiencing complex mental health problems
- Depending on discipline, required years of experience in accordance with the EBA will apply

#### **For Psychology applicants only:**

- APAC approved masters level postgraduate training in clinical psychology
- Continuously satisfy the PBA continuing professional development standards
- Uphold the PBA Code of Ethics

#### **For Nurse applicants only:**

- Holds a post graduate diploma in psychiatric/mental health nursing qualification or having completed a specialist undergraduate psychiatric nursing program

### Desirable

- Demonstrated skills, knowledge and behaviours in successfully leading staff / teams and or change initiatives
- Expertise in a clinical speciality area relating to your discipline
- Completion of the Developmental Psychiatry Course (DPC) & post graduate training in relevant area
- **For Psychology applicants only:**
  - Holds current Board Approval as a Supervisor ("postgraduate student" and "registrar program") with the Psychology Board of Australia
- **For Social Work applicants only:**
  - Meet AASW accreditation standards for Continuing Professional Education
  - Uphold the AASW Code of Ethics
- **For Occupational Therapist applicants only:**
  - Uphold the OTA Code of Ethics
- **For Speech Pathologist applicants only:**
  - Meet the requirements of Professional Self Regulation program
  - Uphold the SPA Code of Ethics

## KEY SELECTION CRITERIA

- Excellence and success in leadership, change management and quality improvement
- A strong interest and capacity in improving clinical service provision in collaboration with a team Consultant Psychiatrist and staff resilience in the public mental health system
- Demonstrated ability to undertake financial oversight and reporting for clinical activities
- Demonstrated capacity in human resource management and fostering staff wellbeing
- Excellent, senior level clinical skills in child and adolescent mental health working with recovery-focused, evidenced-based and family-friendly approaches
- Strong organisational skills
- Well-developed capacity to develop and maintain partnerships with key service providers
- Knowledge of developments in the field of child and adolescent mental health

- Demonstrated ability to build and maintain high quality and effective working relationships and partnerships with key internal and external stakeholders showing a high degree of competence in understanding and working within service systems in order to jointly plan and implement effective interventions for children and young people (and their families) experiencing complex mental health problems
- Highly developed written and verbal communication skills and inter-personal skills
- Competency in Information Technology software (e.g. Microsoft Office, internet search engines, etc.)
- Interest or experience in research and program evaluation and project management
- Evidence of ongoing professional development
- Demonstration of awareness and understanding of legal obligations when working in a CAMHS context in Victoria
- A flexible and adaptable approach to functioning in a team and departmental environment that enhances the team's and department's high performance.

#### **OTHER REQUIREMENTS**

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

#### **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, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

**Position description last updated**

**October 2021**