

Position Description

Position title	Team and Site Coordinator – Infant, Child and Family Area Mental Health and Wellbeing Service
Department / Division	Mental Health/ Medicine
Classification	Multidisciplinary Grade 4 Occupational Therapist (HR9 – HR12) Grade 4 Psychologist (PM1-PM5) Grade 4 Social Worker (HR25 – HR28) Grade 4 Speech Pathologist (HR13 – HR16) Grade 5 Registered Psychiatric Nurse (NP51)
Position reports to	Operational: Operations Manager, Mental Health Professional: Discipline Senior
No. of direct & indirect reports	Direct reports: 16 Indirect reports: 8
Location	The Royal Children's Hospital, Mid West Community Team
Risk Category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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 https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au</p>
ROLE CONTEXT

RCH Mental Health is a Level 5 tertiary Infant, Child and Family Area Mental Health and Wellbeing Service and comprises community and hospital-based services. This includes an Intake and Assessment Team based at Parkville and three interdisciplinary outpatient teams located at Travancore, St Albans and Hoppers Crossing. The Community teams are led by a partnership between a Team Coordinator and a Consultant Psychiatrist, with the Team Coordinator responsible for the operational functioning of the team, and the Consultant Psychiatrist accountable for driving high quality clinical care across the Team.

ROLE PURPOSE

This senior leadership role in the Mental Health department has substantial responsibilities at both an operational and clinical level. It forms a partnership with team Consultant Psychiatrist/s, which together leads the Mid West Team (a community child and adolescent mental health team).

The Site Coordinator is primarily responsible for the operational functioning of the team, and the Consultant Psychiatrist 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.

The role comprises the following key components: site management for the Mid West Community Team, coordination of an interdisciplinary team, senior clinical input (individual, family, group work, 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

Supervision, Leadership, and People Management

- Operate with a high degree of autonomy whilst holding responsibility for people management and administration.
- Promote and develop a dynamic, flexible, resilient and skilled multidisciplinary workforce through effective staff management, professional development opportunities and the coordination of the recruitment of new staff.
- Participate in clinical supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline which are based on the DHHS Allied Health Clinical Supervision Framework
- Outstanding leadership through modelling a high standard of professional and interpersonal skills, attitudes and behaviours
- Promote and develop a dynamic, flexible, resilient and skilled multidisciplinary workforce through effective staff management, professional development opportunities and the coordination of the recruitment of new staff
- Oversight of individual staff members' workloads and work practices to ensure the team meet mandatory KPIs
- Engage staff and provide guidance and performance feedback to team
- Provide expert evidence based clinical mentoring, education and training consultation and supervision to staff and students

- Develop and implement operational service plans and ensure staff participation in planning process
- Provision of high-quality supervision to those in the team and relevant professional discipline (where allocated)
- 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 and case review, high quality therapeutic care and well-planned discharge/transition to other services/providers and that waiting times are minimised.
- Demonstrate awareness and understanding of the principles of a family-focused and recovery-oriented clinical practice that is underlined by the experience and involvement of service users
- Creates and fosters an environment of continuous improvement
- Lead team member participation to ensure ongoing excellence in service delivery and teamwork
- Lead the ongoing development, review and maintenance of administrative processes and improved communication

Collaborative Practice

- Leads collaboration across multidisciplinary teams and programs
- Demonstrated experience working with initiative, autonomy and leading others in the pursuit of team goals
- Demonstrated experience in leading people and programs at operational level within accountability for financial and people management functions
- Lead and motivate staff to strive for and achieve interprofessional team goals and shared responsibility for the provision of care.
- Ability to work effectively and collaboratively with staff both from within RCH Mental Health and with external stakeholders.
- Contribute to the team's provision of excellent secondary consultation to other health, education and community services/providers.
- Contribute to discipline specific meetings, peer supervision and quality improvement activities.

Lifelong Learning

- Promote of a culture in which clinical supervision is part of core business of contemporary professional practice.
- Continuous participation in professional development activities, ensuring best clinical practice is maintained.

Communication

- Excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders to achieve mutual understanding and agreed outcomes
- Anticipates, identifies and addresses conflict and constructively address issues by respectfully communicating with influence
- Facilitate open and effective communication across all levels of the Mental Health Department and more broadly across the organisation and with external stakeholders (e.g., Department of Health).
- Accurate, thorough, and professional clinical record keeping and documentation.

- Identify and address conflict whilst constructively and respectfully addressing issues and communicating with influence.

Continuous Improvement

- Complete quality activities in a timely manner
- Support continuous quality improvement ethos.
- Identify areas for continuous improvement within clinical service area, and initiates, plans and evaluates relevant service improvement activities.
- Build support for change at a local level; uses influence positively to support team to embrace and adjust to change.
- Apply change management principles and strategies when implementing service improvements of project outcomes.
- Empower team to identify, analyse, report and manage risks.
- Manage local risks and escalates appropriately to line manager and relevant stakeholders.
- Generate healthcare strategies and innovations at a team and clinical level that improve delivery of healthcare

Organisation and Planning

- Excellent organisational and planning skills with ability to prioritise workload and competing demands
- Oversight of the specify site and site management budgets
- Overall site responsibility to ensure the premises and RCH infrastructure are well maintained and meet RCH Standards. All issues are escalated to the Operations Manager as required.
- Demonstrate a commitment to cultural and gender diverse sensitivity that is safe and inclusive in all service provision

Research

- Participate in designing and undertaking research
- Undertake and/or support research and evaluation activities.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary Qualification in relevant discipline and extensive experience in the field. Depending on discipline, required years of experience in accordance with EBA will apply.
- Eligibility for Membership in Victoria with an appropriate Professional Body
- Demonstrated experience in operationally leading staff, including financial and people management functions.
- Experience in providing high quality clinical/professional supervision
- Knowledge of the Mental Health and Wellbeing Act

For Psychology applicants only:

- Hold a minimum Master's degree qualification in Clinical Psychology from an APAC accredited course/ university. Masters of Professional Psychology (or equivalent) are not employed at RCH.
- Must have 8 years of post-graduate experience
- Hold general registration with AHPRA and the Psychology Board of Australia as a Psychologist
- Must be endorsed in Clinical Psychology
- Continuously satisfy the PBA continuing professional development standards

- Uphold the Psychology Board of Australia 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
- Demonstrated clinical skills with at least 5 years working in mental health

For Social Work applicants only:

- Hold a degree in Social Work from an accredited course/university.
- Be eligible for membership of the AASW.
- Meet AASW accreditation standards for Continuing Professional Education.
- Uphold the AASW Code of Ethics.

For Occupational Therapist applicants only:

- Hold an OT degree qualification or equivalent from an accredited course/university
- Be registered with AHPRA and as such have satisfied the requirements of continuing professional development and recency of practice.
- Uphold the Code of Ethics, OT Australia.

For Speech Pathology applicants only:

- Hold a degree in Speech Pathology from an accredited university
- Be eligible for membership of Speech Pathology Australia and meet the requirements of the SPA professional self-regulation program.
- Uphold the SPA Code of Ethics.

Desirable:

- Formal training and/or experience in delivering evidence informed suicide prevention and postvention interventions at the individual consumer and family levels
- Experience in working with Lived Experience consultants and peer workers
- Experience and demonstrated skills in utilising change initiatives

For Psychology applicants only:

- Holds current Board Approval as a Supervisor ("postgraduate student" and "registrar program") with the Psychology Board of Australia

KEY SELECTION CRITERIA

- Demonstrated excellence in leadership, change management and quality improvement
- Excellent, senior level clinical skills in child and adolescent mental health working with recovery-focused, evidenced-based and family-friendly approaches
- Well-developed capacity to develop and maintain partnerships with key service providers
- Highly developed written and verbal communication skills and inter-personal skills
- 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
- Demonstrated capacity in human resource management and fostering staff wellbeing
- Demonstrated ability to undertake financial oversight and reporting for clinic activities

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 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	May 2024
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