



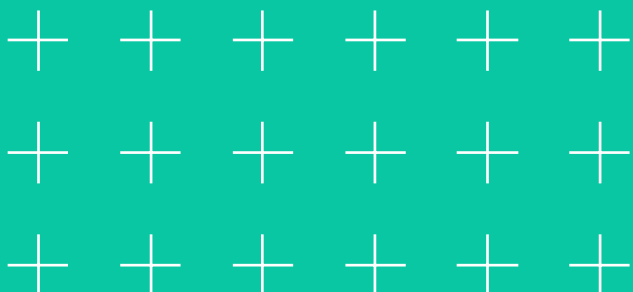
**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**

**Mental Health Services -
Triage**



Position Description

Triage Clinician

RPN4, SW4, OT4, P3



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Triage Clinicians at the level of RPN4, OT4, SW4 or P3 are expected to be able to work autonomously as well as having the ability to work collaboratively within RMH, Northern and Western Health, to ensure an effective, evidence-based, seamless and continuous service. This is a shift work role (24/7 roster), providing peer support where required, initiating and leading continuous improvement projects/activities and providing professional development or educational sessions to stakeholders.

Day to day, Triage Clinicians, as well as completing mental health assessments and managing referrals, share the responsibility of shift coordination (allocation of clinical and operational tasks). They are also the first line of support after hours for operational and clinical matters on shift and are responsible for escalation of clinical and operational matters to leadership team. In the absence of Manager or Team Leader, Triage Clinicians facilitate safety huddles and clinical handovers.

For the purpose of continuous improvement, Triage is constantly reviewed and subject to future direction from the Victorian Department of Health and recommendation of the Royal Commission relating to mental health services in Victoria. Triage Clinicians will be expected to comply with any future developments suggested from RMH.

KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Compliance of clinical governance, legislative and documentation requirements (e.g. Clinical Review discussions, completion of relevant documentation compliant with requirement of the Mental Health and Wellbeing Act 2022).
- Accept accountability to ensure that all clinical information is documented and stored in compliance with the Victorian Health Records Act 2001
- Work within the framework of Mental Health Triage Guidelines as defined by Vic Department of Health
- Work within the framework of the Australian Charter of Health Care Rights and Responsibilities
- Work within the framework of all related RMH and Triage specific guidelines and policies.
- Work within the framework of other relevant RMH and Health Department issues guidelines and policies



KEY RELATIONSHIPS

Internal

- All mental health programs, services & staff

External

- Consumers Carers, Family & others involved in consumers' care
- Non-Government Organisations
- General Practitioners and other healthcare providers
- Primary Health Networks
- Local Mental Health and Wellbeing Hubs
- Emergency Services

KEY SELECTION CRITERIA

Formal Qualification(s) & Required Registration(s):

- *Occupational Therapists:*
- Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
- An approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.).
- Minimum of 5 years' relevant (post-graduation) clinical mental health experience.
- Specialist training or a demonstrated commitment to professional development in mental health practice.
- *Psychologists:*
- Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the Psychology Board of Australia.
- Five years' experience as a P2 prior to eligibility for a P3 role.
- *Registered Psychiatric Nurses:*
- Registration as a Registered Nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
- Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.
- Minimum five years' experience post-graduation.
- *Social Workers:*
- An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.
- Minimum of 5 years' relevant (post-graduation) clinical mental health experience.
- Specialist training or a demonstrated commitment to professional development in mental health practice.

Required:

- Substantial clinical experience in a range of clinical mental health settings with highly developed mental health assessment skills.
- A commitment to providing high levels of customer service and a consumer-focused approach.
- A clinician who embodies the 'The Melbourne Way' by putting people first, leading with kindness and working together to achieve excellence.
- Comply with all legal requirements pertaining to the position including responsibility for maintaining current registration as required by your professional organisation or other applicable Acts.
- Well-developed knowledge and understanding of the Mental Health Act and other relevant legislation, policies, charters and strategic directions of Public Mental Health Services.
- Highly developed interpersonal and communication skills (written and verbal) and demonstrated ability to problem solve, negotiate and communicate with staff and other service providers.



- Demonstrated capacity for initiative and work appropriately with limited direction.
- Well-developed knowledge of telecommunication and information technology systems used in health settings. Particularly CMI and EPIC.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Via the telephone and email system, consider all referrals by making a succinct and appropriate assessment of the needs of the individual.
- Undertake phone risk and mental state assessments and document as appropriate
- Rotate through responsibility of Shift Coordinator
- Prioritise issues requiring attention and communicate those priorities appropriately to ensure all requests for services are dealt with in a timely and efficient manner.
- When the referral is not appropriate for the AMHS, the triage clinician will assist the referrer and link in with more appropriate alternate community resources or agencies.
- Where appropriate discuss/review referrals and outcomes with Senior Registrar or Consultant Psychiatrist and use appropriate back up mechanisms such as the program manager, team leader and after hours' medical supports.
- Provide feedback to referring agency/person and if appropriate ensure family/significant others are fully briefed about outcomes.
- Liaise with and provide information to community agencies, GP's, families and carers, and the general public who are seeking information about psychiatric issues and/or assistance for people with psychiatric problems
- Identify professional development goals & pursue opportunities for learning.
- Participate in assisting with clinical fieldwork placements to students and participate in the education and training of students of other disciplines.
 - Provide orientation to students & new staff of all disciplines.
 - Contribute to the ongoing development and implementation of activities of the team.
 - Participate in relevant research & evaluation programs.
 - Participate in regular and ongoing clinical supervision.
 - Participate in a 24/7 rotating roster (unless otherwise negotiated by a Flexible Work Arrangement or otherwise protected by legislation).
 - The clinician will be responsible for ensuring that their clinical practices are in keeping with national and profession-based standards for clinical practice, and participate in appropriate peer reviews
 - Operate from a consumer (client, family, carer and other relevant parties) focused framework
 - Collect and submit DHHS mandated contact data
 - Provide statistical and administrative records as required.
 - Complete Riskman reports as necessary



AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

/ /

Date

