

Appendix 1

Mid-West Community Outer

Team Leader Summary;

The Team Leader assists the Community Team Manager by supporting clinical staff in the provision of complex clinical care for consumers experiencing psychiatric illness/disability, and provides high level clinical expertise within the Community Team with respect to the assessment and treatment of consumers with complex mental health related needs and their family/carers.

The position requires staff with significant leadership and diverse clinical mental health or an interest in developing capabilities further. Some discipline-specific supervision of staff outside the Community Team but within the AMHS may be required.

Under the guidance of the Community Team Manager and Lead Consultant Psychiatrist(s), the Team Leader demonstrates leadership and supports staff within the Community Team to:

- Strive for excellence in consumer recovery orientated mental health care delivery
- Provide high quality consumer-focused care;
- Establish priorities of the day-to-day work flow; and
- Undertake professional development activities.

The Team Leader assists the Community Team Manager as required in:

- Facilitating change and service improvements;
- Developing and maintaining positive working relationships with key stakeholders and partners in care;
- Contribute to the development and maintenance of systems that ensure KPI's are met and sustained
- Assist with workforce planning for the Team; and
- Other projects and tasks as required.

As a Team Leader, the incumbent will be expected to provide advanced clinical advice and supervision to other staff in the Team and across the AMHS. Participation in quality assurance processes, research and service evaluation programs is expected.

Providing support and assistance to the Community Team Manager in the development and maintenance of professional standards, workforce planning, recruitment and retention of staff in the Community Team is also required.

Key Responsibilities;

1. Model the values

2. Provision of Clinical Care

- Undertake the following key functions for **designated** consumers and their family/carers:
 - ✚ Be the single point of contact within the Community Team;
 - ✚ Build a therapeutic alliance with the consumer and family/carers;
 - ✚ Understand the needs and preferences of the personal and their carer/family
 - ✚ Maximise participation in collaborative recovery and wellness planning
 - ✚ Deliver targeted interventions;
 - ✚ Coordinate care as appropriate by communicating and advocating for the consumer and their family/carer with the Community Team and external service providers;
 - ✚ Assess family capacity, needs and preferences and provide support through psycho-education;
 - ✚ Ensure completion of the clinical governance, legislative and documentation requirements (e.g. clinical review discussions, completion of documentation, and compliance with requirement of the Mental Health Act).
- Work collaboratively with other NWMH services, external agencies and service providers to ensure continuity of care for consumers and their family/carers.

3. Support Quality and Safety

Support and promote the efforts of the Community Team Manager and the Lead Consultant Psychiatrist in:

4. Support the Community Team

- Contribute to the recruitment, appointment, induction, orientation, supervision, support, and annual discussions with Team staff, as required
- Provide line and professional supervision

Under supervision of the Community Team Manager and Lead Consultant Psychiatrist:

- Work collaboratively within the multidisciplinary team
- Model transparent and principled conflict resolution processes
- Assist in incorporating the roles of Consumer and Carer Consultants and Peer Support Workers into the Community Team
- Assist the Consumer and Carer Peer Support Workers' contributions to be incorporated into the Team's clinical processes, as per the Framework for Care
- Support the contributions of other partners in care, PDRSS /CMMH and GPs in particular, are incorporated into the Team's clinical processes, where appropriate

5. Support Education and Training

- Accept responsibility for Continuing Professional Development (CPD) of self and actively keep a CPD portfolio as required by the AHPRA (for relevant disciplines)
- Participate in the development of a structured continuing education program for Team and Discipline staff
- Participate in and contribute to in-service staff development continuing education and training sessions, committees, special projects and relevant professional groups
- In conjunction with Managers, Discipline Seniors and clinical supervising staff, ensure student clinical placements on the Team are positive and productive by assisting with the organisation of fieldwork placements for [discipline] students, and participation in the education and training of students of other disciplines

6. Help Build Strategic Relationships

- Actively participate in Area, organisational committees and working parties as requested by the Community Team Manager

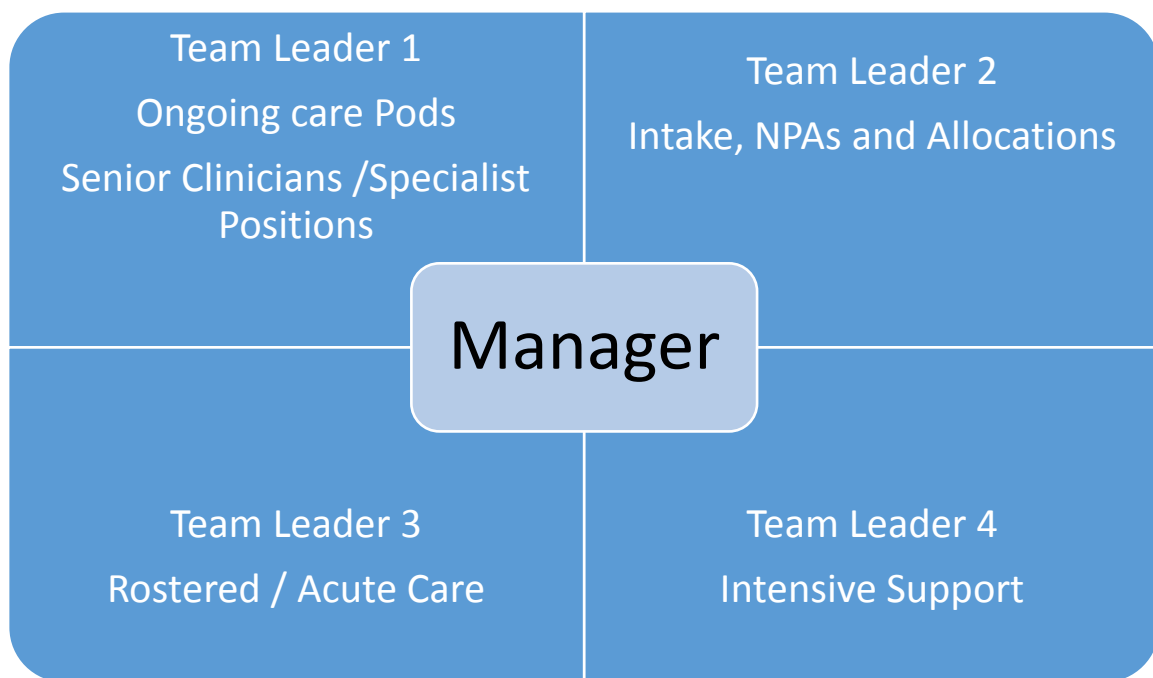
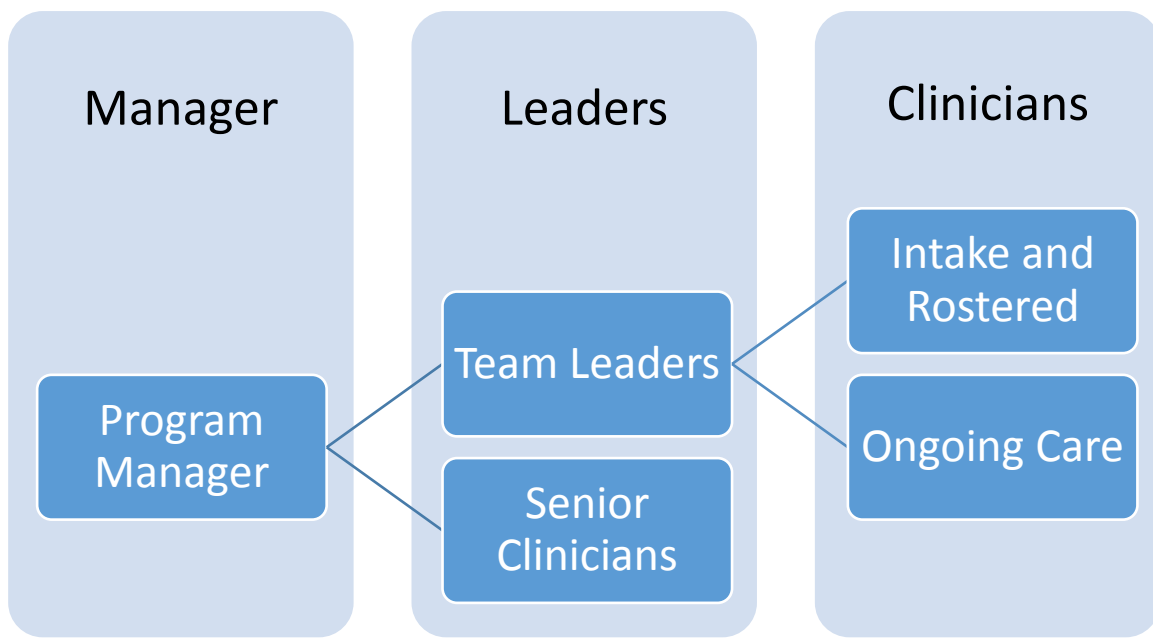
- Contribute to other strategic activities, as required – strategic planning, workforce planning, quality planning, etc.
- In conjunction with continuing care providers such as GPs, MHCSS/NDIS etc., work to improve Community Team’s assessment, treatment, care, referral, discharge/return to community and follow up processes
- Be aware of and observe service agreements and linkages with other agencies
- Recognise and support the interdependent relationships between the Community Team and IPU, ED, EMH, AMHRU / SECU, CCU, PARCs etc.

7. Promote Research

- Assist the Team Manager to promote Melbourne Health as a leading centre for research and innovation, including for mental health
- Encourage staff to take an active interest in evidence-informed and innovative treatment and care, and facilitate for own discipline
- Participate in practice based and service orientated research, evaluation and audits

Operational Chart - Integrated Community Team

Features; Multi-disciplinary team that operates over 7 days a week inclusive of medical staff, specialist and support positions.



Overview of Team Leaders;

- **Team Leader 1; Ongoing Care 0.5 / 0.5 clinical**

Key areas; coordinates Pods 1-4 including operational support for clinical reviews, caseload monitoring, mental health tribunal coordination and complex care. Building capacity around key clinician role with training looking at best practice models of care. KPIs for contacts, pre and post admission and 28day readmissions.

Tasks; RosterOn / Roster for ongoing care, Annual leave planner, attending clinical reviews for Pods and maintaining and completing CLM.

Portfolio area; Complex and High Risk.

- **Team Leader 2; Intake, NPAs, referrals and allocations (0.5) / 0.5 clinical**

Key areas; coordinates and overseas intake roster, training and capacity building, overseas all non-urgent referrals, primary care GP registrar and consultation, allocations to pods. Clinicians working intake function report to the Team Leader if any issues and also for training when commencing this function.

Tasks; Intake and NPA roster, Intake training, CMI screening registers updating and closing, coordinates team reflective practice and professional training calendar, weekly coordination of new referrals for allocation. Looks at replacement of Intake staff for P/L. KPIs for discharges, new referrals and allocations.

Portfolio area; Training and Development

- **Team Leader 3; Rostered and acute care (0.5) / 0.5 clinical**

Key areas; coordinates and overseas Rostered function including clinical reviews, capacity building, acute allocations for ongoing care, support for staff with training and also acts a liaison person for Senior rostered staff for P shifts and weekend shifts.

Tasks; Rostered roster, organises rostered Mon-Friday shifts with workload planning, and delegation, acts as a contact person for all rostered clinicians and works together with Senior Rostered clinicians including as a support person and point of escalation when issues arise, coordinates clinical reviews in conjunction with lead Consultant, coordinates rostered new referrals for allocations and builds capacity through training related to rostered function. Assists with replacement of rostered staff for P/L. KPI's for acute demand, admissions via ED

Portfolio area; Partnerships and linkages

- **Team Leader 4; Intensive Support (0.5) / 0.5 clinical**

Key Areas; coordinates the intensive support program including medication support, SECU diversion and intensive care packages, KPIs and evaluation.

Tasks; coordinates ISP roster, coordinates ISP clinical review, oversees new referrals, allocations and workload planning

Portfolio area; Community partnerships, group programs and linkages