

POSITION DESCRIPTION

CONNECTcare Clinical Lead

RESPONSIBLE TO: Chief Executive Officer (CEO)

REPORTING TO: CONNECTcare Manager

SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES /DUTIES

CONNECTcare is a not-for-profit provider of a range of health and wellbeing services across the Barossa, Adelaide Hills, Fleurieu Peninsula and Kangaroo Island regions. Services delivered by CONNECTcare include a range of government funded programs allowing financially disadvantaged individuals to access free mental health support, collectively referred to as CONNECTcare Access, and CONNECTcare Private, providing counselling on a fee-for-service basis. The CONNECTcare Clinical Lead (CcCL) will use their clinical knowledge, experience, and skill to support and coordinate the delivery of various CONNECTcare services, including both government funded and fee-for-service programs.

Key areas of focus will include:

- As team leader, coordinate, deliver and prioritise appointments provided to clients through an intake and triage process.
- Provide support and internal supervision to CONNECTCare clinicians and oversee the provision of care to clients engaged with our services.
- Ensure compliance with various program contractual requirements including timely completion and submission of program reporting requirements.

REPORTING / WORKING RELATIONSHIPS

- Accountable to the CEO for achieving the expected outcomes of the position.
- Reports to the CONNECTcare Manager.
- CONNECTcare Wellbeing Connectors, Senior Mental Health Clinicians and Mental Health Clinicians working within the CONNECTcare Access or CONNECTcare Private services report to this position.
- Works closely with the CONNECTcare Practice Coordinator.
- Participates in Summit Health's Staff Development Plan Program which is conducted annually.
- The CcCL is a member of the Leadership Group and is expected to contribute actively and positively to this group.
- The CcCL may be required to backfill for the CONNECTcare Manager in their absence.

CULTURE – TO DO NO HARM – TO CONTINUOUSLY IMPROVE

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document)

VALUES AND EXPECTATIONS:

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

Values: To do no harm. To continuously improve.

SPECIAL CONDITIONS

- Employment is subject to a satisfactory Working with Children Check.
- Child Safe Environments and Suicide Prevention Training will be required.
- Some out of hours work may be required.
- Travel across the Hills, Fleurieu, Kangaroo Island and metropolitan regions may be required.
- Possession of a current valid driver's licence is essential.
- Use of own motor vehicle is expected, for which reimbursement of kilometres will be paid.
- This role is a designated Team Leader position.

STATEMENT OF KEY RESPONSIBILITIES / DUTIES**Clinical Service Coordination**

- Engage with General Practitioners and other referrers to ensure efficient client referral pathways and timely access to services.
- Oversee triage, initial assessment and service allocation processes.
- Identify, develop and implement coordinated service delivery processes that are responsive to community needs and enable achievement of program contractual requirements.
- Coordinate, and where necessary deliver, prioritise appointments provided to clients deemed as high need clients within the intake and triage process.
- Develop and review policies and procedures that govern clinical work within the unit.
- Actively participate in audits and reviews to maintain Quality Assurance and accreditations.
- Ensure clinical recording practices are consistent and aligned with contract requirements and staff are trained in the utilisation of the clinical information system.
- In collaboration with the CONNECTcare Practice Coordinator, ensure CONNECTcare Private clients are accurately billed for services delivered.

Leadership and Supervision of clinical staff

- Through expert clinical knowledge, provide support to clinicians and oversee the provision of care to clients engaged with our services.
- Be responsible for team outcomes, ensuring targets and funding requirements are met.
- Meet regularly with clinical staff with a focus on service quality and achieving contracted deliverables across all programs.

- Initiate and conduct regular clinical service evaluations and reviews with clinicians including clinical case note audits.
- Maintain appropriate records that captures in summary form all internal and external clinical supervision activity of clinical staff.
- Proactively encourage and monitor staff professional development opportunities.
- Management of clinical sub-contractors in relation to service requirements, performance, and contract management, with a focus on service quality and achieving contracted deliverables across all programs.
- In collaboration and consultation with the CONNECTcare Manager, undertake recruitment, onboarding, induction, training and performance management processes.
- In collaboration with the CONNECTcare Practice Coordinator, coordinate team meetings and other team communication and training.

Service Development and Delivery

In conjunction with the CONNECTcare Manager and Practice Coordinator:

- Drive development and expansion CONNECTcare services.
- Actively monitor financial reports to ensure financial goals are achieved.
- Ensure compliance with various program contractual requirements including timely completion and submission of program reporting requirements.
- Ensure policies, procedures and processes are developed and implemented in accordance with accreditation and quality standards.
- Monitor feedback including complaints and incidents and investigate where appropriate in line with the Feedback Policy and Procedure.
- Actively engage with other mental health service providers in the region including the Child & Adolescent Mental Health Service, Country SA Primary Health Network (CSAPHN) and Adelaide Primary Health Network (APHN), and private practitioners.

Work Health Safety (WHS)

- The employee has a responsibility, under the WH&S Act (SA 2011), to ensure their own health and safety, and that of their fellow employees, at work.
- The employee has a responsibility to abide by the organisations, WH&S policies and direction and set out in Summit Health's Quality Manual.

General

- Work in accordance with Summit Health Policies and Procedures and ensure compliance with relevant legislative requirements.
- Operate within the delegated boundaries of the position.
- Attend staff meetings as required.
- Identify opportunities and participate in own professional development.

PERSON SPECIFICATION

Educational/ Vocational Qualifications:

- Mental Health Accredited Social Worker with the Australian Association of Social Workers; or Psychologist, Occupational Therapist or Registered Nurse (with relevant post-graduate qualifications) with current AHPRA registration.
- Post graduate qualifications in management (desirable)

Experience:

- A minimum of 5 years post graduate experience providing allied health services.
- Demonstratable experience in the delivery of evidence based clinical interventions.
- Comprehensive experience in working with people at risk of, or who have engaged in non-suicidal self-injury and/or suicidal behaviour.
- Experience in working with people where there are other forms of risk e.g. family violence, child protection, risk of harm to others.
- Experience leading a multidisciplinary allied health team/service.
- Comprehensive experience in development and implementation of referral pathways, intake, triage, caseload allocation and management practices, including demand management.
- Experience in working with community members from diverse backgrounds, including social, cultural, linguistic, gender identity, sexual orientation, age, and physical and cognitive ability
- Experience working within a government funded service environment, including the development of service proposals, resource planning and outcome reporting (desirable).
- Experience in providing clinical supervision (desirable).

Knowledge:

- Knowledge of evidence based psychological interventions and contemporary therapies for the treatment and management of mental health disorders.
- Knowledge of National Mental Health Standards for Mental Health Services (2010).
- Knowledge of National Framework for Recovery Oriented Mental Health Services (2013).
- Knowledge of the Stepped Care model of mental health service delivery.
- Knowledge of ISO:9001 principles or other accreditation systems.

Skills:

- High level interpersonal and verbal and written communication skills.
- Ability to work effectively in a multidisciplinary team environment.
- Ability to work independently, apply initiative and be self-directed.
- Effective time management including ability to prioritise workloads, set goals, achieve outcomes, and manage multiple deadlines.
- Ability to foster a workplace environment that enhances staff potential and team cohesion.
- Demonstrated leadership skills including highly developed communication, problem solving, conflict resolution and negotiation skills.

- Ability to develop and implement policies, practices and procedures to facilitate the achievement of service goals.
- Ability to deal with sensitive issues confidentially and with empathy and integrity.
- Competence in the use of current information technology, including client information management systems.

Current at: 2 October 2024



Summit Health Cultural Framework
TO DO NO HARM – TO CONTINUOUSLY IMPROVE

Appendix A

	EXPECTATIONS							
	Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
INDICATORS	<ul style="list-style-type: none"> • Wanting to deliver value • Striving to ensure customer satisfaction • Deliver on your 'promise' • Anticipate customer needs • Build relationships at every opportunity • CONTINUOUSLY IMPROVE 	<ul style="list-style-type: none"> • Offer and embrace innovative solutions • Take ownership - its ok to make mistakes if we learn from them • Celebrate the achievements! • Be open and transparent • Communicate all progress to your manager and peers • Encourage a solutions-oriented culture • DO NO HARM 	<ul style="list-style-type: none"> • Ask questions and listen to understand • Use positive language • Acknowledge other viewpoints • Understand the views of others before acting • Be clear and concise with your intent, ideas and feelings • Shape the opinions of others by applying these traits 	<ul style="list-style-type: none"> • Analyse the problem not just from your perspective • Consider the options • If you've thought it through, back yourself to make the decision • Make the decision consistent with our values and Strategic Plan • Be creative - think outside the square • Proactively address potential problems • Anticipate • Become the expert in your domain 	<ul style="list-style-type: none"> • Be a team player • Embrace diversity • Acknowledge other viewpoints • Be consultative • Seek consensus where possible • Encourage 'we' language • Be a custodian of team culture • Identify gaps in team culture • Appreciate our great culture, colleagues and opportunities to work and grow 	<ul style="list-style-type: none"> • Accept change and embrace challenges • Be calm under pressure • Take annual leave - recharge batteries • See feedback as an opportunity to grow yourself • Take up prof. development opportunities • Be persistent • Recover quickly from setbacks • Demonstrate emotional agility • Enjoy your work 	<ul style="list-style-type: none"> • Foster and support teamwork - eliminate silos • Lead by example • Develop engaged people and teams • Navigate issues calmly • Cultivate trust • Create an environment for people to thrive in • Inspire discretionary effort • Read the emotional context of a situation • Acknowledge effort not just outcomes 	<ul style="list-style-type: none"> • Innovate in line with the big picture • Be agile in adapting to changes • Always consider other options • Factor in our future goals