

Position Title	Program Lead- Continuing Care & Mobile Assessment & Treatment (CC/MATT)	Reference	hYEPP.TL-CCMATT:DWN
Classification Award	Health Professionals and Support Services Award 2010 or Nurses Award 2010 (Above Award)	Hours	Fulltime
Reporting to	Operations Director (Operations & Performance & Centre Manager)	Location	Darwin
Tenure	Limited Tenure (June 30 th 2016)	Cost centre	hYEPP - 3410
Division	Mental Health	Section	Expanded headspace Darwin Centre
Approved by	Executive Manager, Mental Health & Wellbeing	Date	1 November, 2014
Comment	Anglicare NT is the Lead Agency of the expanded headspace Darwin Centre. This position entails a senior clinical and leadership role within the Centre.		

1. AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our motto Respect Fairness and Community articulates our values of cultural respect, social justice and partnerships. As an organisation we are committed to child safe, strength based and community development practices. Join us in making a lasting difference in the lives of Territorians. Anglicare NT is the community services agency of the Anglican Church in the Northern Territory and member of Anglicare Australia.

We voluntarily undertake that all our staff and volunteers have criminal hx checks, working with children checks and complete this training as we value the rights of children and young persons.

2. PURPOSE OF THE POSITION

The Team Leader - Continuing Care and Mobile Assessment and Treatment Team (CC/MATT) is responsible for the coordination of mobile assessment, acute and continuing care service provision to young people who are experiencing, or are at risk of, a first episode of psychosis. This includes comprehensive, mental health and risk assessment, case formulation, acute and home based community treatment, crisis response and case management consistent with the EPPIC model of care.

The Team leader will be an early recruit into the program start-up, and as such, will be involved in assisting with the clinical implementation and early roll out of the new headspace Youth Early Psychosis program (hYEPP) which will be operational by 1 July 2015. This is a unique and exciting opportunity to be involved in building and integrating a new early intervention program for youth in the Northern Territory, with an existing successful headspace program run by Anglicare.

Note the term expanded headspace Darwin Centre incorporates the existing headspace Darwin(hsD) Early Intervention/ Primary Care and Community Awareness service and the new headspace Youth Early Psychosis Program (hYEPP).

3. SCOPE - *The CC/MATT Program Leader will:*

- 3.1 Provide clinical leadership and line management for CC/MATT staff and ensure adherence to the specialist clinical standards of the service in line with the hYEPP model of care based on the EPPIC 16 Core Components, and relevant National and Territory standards, guidelines and legislation.

- 3.2 Contribute to the development of innovative clinical services at the expanded headspace Darwin Centre in collaboration with the primary Care/ intake and Functional Recovery teams.
- 3.3 Develop partnerships with key agencies in the community relevant to the treatment of young people experiencing, or at risk of, early psychosis and/or a first episode of psychosis.

Manage program resources effectively and efficiently and hold day to day responsibility for the performance of CC/MATT services, in an assertive assessment and intensive case management outreach model. 3.5 Actively support a culturally inclusive, age and gender sensitive; youth focused family friendly service culture committed to youth & family/carer participation and proactive approaches to community awareness and education, innovation and partnership development.

3.6 Maintain productive relationships with the Lead Agency, Community Advisory Group, hNO, and key stakeholders and fulfil all internal and external reporting requirements.

- 3.7 Develop rosters for staff required to work extended hours across 7 days per week.

National context

The Australian government funded the formation of the headspace, National Youth Mental Health Foundation in 2006 to provide more integrated and coordinated responses for young people across primary care, mental health, alcohol and drugs, and social, educational and vocational issues.

In conjunction with Lead Agencies and local consortiums the Foundation will have established 90 headspace centres across Australia by the end of 2015. The Foundation continues to diversify and in 2011 e-headspace (a phone and online clinical service) was introduced, 2012 saw the national School Support unit assisting secondary schools affected by suicide and in 2013 the current roll out of the EPPIC model to other states and territories began; acknowledging the key role of early intervention in averting or minimising the impact of psychotic disorders on young people. Darwin has been selected as one of the sites for the implementation of the hYEPP.

The expanded headspace Darwin Centre is comprised of:



1. The **existing headspace Darwin service**, established in 2008, provides a range of early intervention youth mental health responses including clinical, counseling and support services to young people aged 12-25 years. Well-developed culturally inclusive youth participation, community education and partnership development initiatives are features of this successful service. Within the expanded headspace Darwin Centre this suite of activities will be known as the Primary Care & Community Education Team.
2. The **hYEPP** will provide early intervention, responsive, and recovery focused care for young people aged 12-25 years who are at risk of or experiencing a first episode of psychosis as based on the EPPIC model. The overall aims of clinical care within the hYEPP are to:
 - ✓ Detect early those young people who are experiencing, or at risk of, a first episode of psychosis;
 - ✓ Reduce the duration of untreated psychosis in order to minimise the impact of a first episode of psychosis on the normal developmental trajectory of the young person;
 - ✓ Intervene early and effectively with young people at risk of a first episode of psychosis to prevent the onset of psychotic illness;
 - ✓ Provide a responsive and seamless access to service for young people and their family/significant others with early psychosis and first episode psychosis; and
 - ✓ Enable both symptomatic and functional recovery from a first episode of psychosis.

Within the expanded headspace Darwin Centre the hYEPP is comprised of the Primary Care Intake and Community Awareness Team integrated with the Continuing Care and Mobile Assessment & Treatment Team (CC/MATT) and the Functional Recovery Team (FRT) which will incorporate Clinical group programs, youth and family/carer participation, peer support and vocational & education assistance. *Note this is a scaled down version of the full EPPIC model of care devised for a smaller population base.

3. An integrated youth friendly **de-stigmatised shared intake system** operating through a coordinated roster, using assertive and outreach engagement strategies for assessment and treatment.

4. **Multi-disciplinary teams** of Primary Care, Continuing Care/Mobile Assessment & Treatment and Functional Recovery Clinicians working in collaboration with Youth and Family/Carer Participation/Peer Support, Vocation/Education and Community Education practitioners to build an accessible and fully integrated response to the individual health, mental health and wellbeing needs of young people and their families/carers.
5. **'YouthSpace' youth advisory group** and /or other gender, age, interest or issue specific advisory, activity or support groups as required will be resourced and supported through the collective efforts of Centre staff, Peer Support Workers and youth volunteers.
6. A **Community Advisory Group** comprised of the Lead Agency, Consortium members, key stakeholders from the public mental health system, non-government agencies and youth and family /carer representatives will inform strategic directions and be an accountability mechanism at the local level.

4. KEY RESULT AREAS AND ACCOUNTABILITIES

4.1.1 **Implementation and roll out of the hYEPP in Darwin and integration with the existing headspace service**

Outcome

Work with the Centre Manager and Clinical Director to assist with the establishment of the new hYEPP program in Darwin and successful integration with the existing Primary Care Headspace service, so that it has a competent workforce, clinical systems, processes and service level agreements with Top End Mental Health and Darwin Health.

This will be achieved by:

- 4.1.2 Ensure the development of and continuing improvement of the clinical services delivered and provide clinical leadership, consultation and expertise to CC/MATT acute and continuing care clinicians in the delivery of mental health care to young people with a first episode of psychosis or at Ultra High Risk (UHR) of developing a Psychosis and their families/carers.
- 4.1.3 Maintain high quality clinical skills through involvement in direct service delivery where appropriate and be available for expert consultation and provide direction to CC/MATT clinicians as required.
- 4.1.4 Ensure there are regular clinical review meetings with documented clinical treatment and work plans and chair the same in conjunction with a psychiatrist or psychiatric registrar, or designate a team member as required.
- 4.1.5 Establish and monitor protocols, documentation and operational manuals that support the clinical functioning of CC/MATT and contribute to the development of policies and procedures for the expanded headspace Darwin centre. Ensure appropriate documentation within the electronic medical/clinical record occurs and that all reporting systems are utilised including the MDS for all clients.
- 4.1.6 With the CC/MATT Clinical Director (Consultant Psychiatrist) and other senior staff develop strategies for the monitoring and improvement of the acute and continuing care clinical service provision and evaluation of same.
- 4.1.7 Ensure the registration of all clients with eheadspace for after hours (24/7) support and that mechanisms are in place to handover relevant information between eheadspace and hYEPP.

4.2 **Staff development and leadership (operational leadership)**

Outcome

Work with the Clinical Director to build and manage an expert team of clinical staff capable of providing the most effective care to youth at risk of developing early psychosis in Darwin. Create a team based, high performing work culture, which creates strong integration links and bridges with the existing headspace staff and programs in Darwin.

This will be achieved by:

- 4.2.1 Lead and maintain an experienced clinical team of staff who are engaged, youth-friendly, responsive, empathic and optimistic. Implement a recovery focused approach to early intervention, first episode psychosis and reducing the duration of untreated psychosis (DUP) for the young person and their families/

carers.

- 4.2.2 Optimise the continuity of care through effective integration with other teams operating within the expanded headspace Darwin centre. Develop and maintain strong partnerships with relevant mental health and other community services.
- 4.2.3 Ensure CC/MATT clinicians are effectively trained, developed, supervised and supported to allow them to provide excellent clinical and case management services in an optimistic and well-functioning team.
- 4.2.4 Develop and maintain a working environment conducive to a high standard of up to date evidence based clinical practice. Hold regular staff meetings and team evaluation/review days.
- 4.2.5 Organise resources and rosters in a flexible and efficient manner to best manage workflow, commitments to assertive engagement and extended hours of operation.
- 4.2.6 Contribute to the strategic planning, policy development and vision for the service and participate in the Senior Management Group, represent the service as required and undertake any other duties as directed.

4.3 Clinical Practice

Outcome

Ensure that any screening tools, assessment and review procedures are complied with by the clinical team. Assist the Clinical Director and/or Centre Manager to identify quality improvement processes and support for the development and maintenance of best clinical practice within the expanded headspace Darwin Centre and the hYEPP program.

This will be achieved by:

- 4.3.1 Ensure that assessment, risk assessment, crisis response and home based treatment are all given the same priority and that the team focuses on providing home based care as the preferable assessment and treatment option.
- 4.3.2 Ensure all team clinical supervision, education, training and support is in place. Review any critical incidents and follow policy for same, offer debriefing, EAP and be available for any consultation on complex cases.
- 4.3.3 Ensure targets are developed and met and assist in any evaluation processes including collecting, recording and analysis of data. Ensure that the team completes all MDS, statistical and/or outcome measurement tools as required along with the completion of all clinical documentation.
- 4.3.4 Ensure that any research and clinical activities of the services are well integrated and that any research findings are incorporated into the clinical practice of the staff and disseminated widely to other services.
- 4.3.5 Provide regular student clinical placements and engage in innovative workforce strategies for recruitment and ongoing development.
- 4.3.6 Represent the CC/MATT at community forums and organisations, support the development of any service level agreements and actively promote and develop early intervention and first episode psychosis principles.

5 General

- 5.2.1 Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- 5.2.2 Adhere to Anglicare NT Policies and Procedures and general conditions of employment including annual Criminal history checks, current working with Children (Ochre) Card and participating in The Safeguarding Children Program, which assists Anglicare NT to promote culture that safeguards children and young people from abuse.
- 5.2.3 Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- 5.2.4 Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- 5.2.5 Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- 5.2.6 Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.

- 5.2.7 Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- 5.2.8 Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- 5.2.9 Actively participate in supervision, performance reviews, professional development activities and training as required.
- 5.2.10 Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.

6. AUTHORITIES

- 6.1 Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).
- 6.2 The number of direct reports (line management and clinical supervision) is up to 8.5 FTE staff.
- 6.3 Professional or task supervision for staff and/or students will occur within this role as long as the Supervisor meets the supervision requirements of the relevant discipline and/or educational institution.

7. SELECTION CRITERIA

7.1 Inherent requirements for all employees

As an employee of Anglicare NT you must:

- ✓ Commit to and respect the values of the organisation, uphold confidentiality, be trustworthy and adhere to the Anglicare NT Code of Conduct and Policy.
- ✓ You must uphold the principles of child safe and strengths based approaches and apply these in your day to day work and practice.
- ✓ Commit to working in a culturally inclusive workplace and the principles and practices of cultural competence and providing responsive services to the community.
- ✓ Familiarise yourself with agency information management systems and policies and procedures which will change from time to time.
- ✓ Complete and maintain documentation in accordance with organisational policies and procedures, and quality standards requirements and contribute to continuous improvement within the agency.
- ✓ Take responsibility for your own health and safety, and the health and safety of anyone else who may be affected by your acts or omissions in the workplace.
- ✓ Cooperate with management, the Work Health & Safety (WHS) Officer and WHS representatives with respect to action taken to comply with WHS requirements.
- ✓ Contribute to the WHS management system by the active identification and reporting of hazards and environmental risks.
- ✓ Understand the nature of risk and importance of risk management in an organisation.
- ✓ Have a genuine interest in working with Anglicare NT, and in the Northern Territory and demonstrate a good organisational fit.
- ✓ Be solution focused, positive and have a capacity to respond effectively to challenges.
- ✓ Ability to drive, use a computer, Microsoft programs, mobile devices, undertake bending and lifting actions.

7.2 Inherent requirements specific to this position

- 7.2.1 The position entails regular local and periodic regional and interstate travel. This is an active management role requiring some flexibility of hours, periodic On Call duties, and overall good health.

7.3 Qualifications

- 7.3.1 Approved tertiary qualifications in relevant discipline and registration with the relevant regulatory body or membership of and adherence to the AASW standards for social workers, who are not required to register with a regulatory authority in Australia.

Registered Nurse

Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent OR Bachelor Degree in Nursing or equivalent plus an approved postgraduate qualification in Psychiatric/Mental Health Nursing. Registration as a Registered Nurse with the Nursing and Midwifery Board of Australia.

Occupational Therapist

Current registration as an Occupational Therapist with the Australian Health Practitioner Regulation Agency (AHPRA) to practice with the National Board.

Psychologist

Registration as a psychologist under the Health Practitioner Regulation National Law Act (2009). Practice endorsement as a clinical/clinical neuropsychologist with the Psychology Board of Australia. Registration to practice as a supervisor with AHPRA.

Social Worker

Approved degree in Social Work and membership of the Australian Association of Social Workers (AASW)

7.4 Experience, Skills and Knowledge

The incumbent is expected to work at a senior level with extensive clinical and leadership experience in acute mental health with a minimum of 5 years' experience. It is desirable that the incumbent has relevant post graduate qualifications or is working towards.

- 7.4.1 Demonstrated staff supervision skills and proven ability to provide clinical leadership and management of a multi-disciplinary team and to manage people and financial resources.
- 7.4.2 Substantial experience (minimum 5 years) and proven expertise in the application of acute mental health care, including completion of mental health assessments, crisis interventions, psycho-education and short term treatment interventions, including home based care to young people and their families experiencing early psychosis or a first episode of psychosis
- 7.4.3 Highly developed and demonstrable interpersonal and communication skills (written and verbal), problem solving and negotiation skills.
- 7.4.4 Substantial experience and demonstrated skills in engagement, crisis intervention and management of complex young people in the acute phase of a mental illness.
- 7.4.5 Demonstrated ability to engage with young people, their families/carers. Including specific knowledge and understanding of the developmental stages of young people and the impact that a first episode of psychosis has on development and the associated impact on families/carers others.
- 7.4.6 Demonstrated ability to work effectively with other professionals and to lead innovation for a multi-disciplinary team as well as proven ability to be self-motivated and function autonomously.
- 7.4.7 Demonstrated ability to collaboratively plan and coordinate acute care for young people and their families/carers and to ensure seamless team processes for all referrals and clinical work.
- 7.4.8 Demonstrated ability to develop a team culture and processes that focuses on early intervention, engagement, responsiveness, recovery, home based treatment and acute care.
- 7.4.9 Well-developed knowledge and understanding of relevant legislation, such as the Mental Health Act, Care and Protection of Children and Information Sharing Act; policies and strategic direction of youth mental health.
- 7.4.10 Current knowledge of relevant literature and evidence based practice on early intervention for young people experiencing or at risk of early psychosis or first episode psychosis.
- 7.4.11 Flexibility in coping with organisational change and demonstrated capacity to be innovative in clinical and acute care approaches with young people and their families/carers.
- 7.4.12 Ability to maintain the philosophy, standards and policies of the EPPIC model of care within a hYEPP and to

promote the recovery of young people with a first episode of psychosis and to create a team culture based on hope, optimism and a recovery framework.

- 7.4.13 Demonstrated commitment to clinical supervision, education, training and ongoing professional development and to ensure this is provided to all CC/MATT clinicians.
- 7.4.14 Ability to manage and roster, including if required, an on-call system for a clinical team and to provide appropriate feedback, performance management review and support staff recruitment processes.
- 7.4.15 Ability and willingness to maintain documentation of clinical care and data collection systems as required and ensure team processes are in place to achieve the same.
- 7.4.16 Commitment to providing student clinical placements within the team and engagement in innovative workforce strategies and any research endeavours if appropriate.
- 7.4.17 Ability to ensure all team procedures, policies, protocols; operational manuals are in place and aligned to the hYEPP continuum of care model, based on the EPPIC model of care.
- 7.4.18 Demonstrated ability to maintain professional boundaries; reflective practices, supervision and performance review and adhere to workplace directives.

7.5 Licenses, Certificates and Professional Registrations

- 7.5.1 Northern Territory Working with Children Clearance (Ochre Card)
- 7.5.2 Acceptable National/International Police Criminal History Certificate/clearance (less than 3 months old)
- 7.5.3 First Aid Certificate or willingness to obtain within 3 months
- 7.5.4 Northern Territory Drivers Licence
- 7.5.5 Professional registrations as required to Practice and eligibility for membership with recognised entities
- 7.5.6 Approved qualifications and current eligibility to live and work in Australia

8. ACKNOWLEDGEMENT OF AGREEMENT

After reading and discussing this document with Anglicare NT's delegate I agree that:

- 8.1 This Position Description and attachments are an accurate and fair description of the role.
- 8.2 I understand the expectations and inherent requirements of the position.
- 8.3 I acknowledge the nature of the position and the operating context within which I will work.

Employee signature: _____

Employee name: _____ Date: _____

Witness signature: _____

Witness name: _____ Date: _____

Position: _____

Doc Type: PD	Version #: Final	Reference #:	Custodian: CEO	Administrator: EMMHW	Approval date: 1/11/14
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