

Position description

Position	Service Navigator Clinical Mental Health Reform		
Purpose	As part of the national Head to Health Phone Service, provide clinical service navigation assistance to connect people with the most appropriate service to meet their needs, within a stepped care approach.		
Approval date	14 July 2023	Approved by	Libby Dunstan

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council and parts of Somerset Regional Council. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- be informed and led by community voice
- re-orient the health system toward care close to home
- build capacity of providers to meet health needs of our region.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

Key Accountabilities

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed once a year formally and on an ongoing basis informally with team members and managers.



www.brisbanenorthphn.org.au

Level 1, Market Central
120 Chalk Street, Lutwyche QLD 4030
PO Box 845 Lutwyche QLD 4030
t 07 3630 7300 f 07 3630 7333

Role-specific

- Respond to mental health and referral system support enquiries via phone, web-based chat and/ or email from a range of stakeholders including consumers, carers, families, health professionals and service providers.
- Perform accurate and timely mental health assessments following a range of evidenced-based frameworks including the Initial Assessment and Referral Guidance for Mental Health Care, provided by the Australian Department of Health.
- Complete referrals into a range of services and supports, ensuring that they are progressed per agreed processes and timelines.
- Provide clinical oversight, secondary consultation, case review and support to non-clinical team members to more complex enquiries and presentations.
- Perform brief intervention and risk assessment for callers presenting in distress or at risk of harm and as required escalate to appropriate services.
- Provide support coordination via the telephone to a small caseload of participants while connecting them to external services.
- Develop relationships with internal and external stakeholders to maintain a working knowledge of local services and provide appropriate information to assist consumers, service providers and other stakeholders with navigating the mental health system.
- Provide leadership in individual and group supervision activities.
- Maintain knowledge of contemporary evidence-based practice for mental health care and abide by professional standards set out by relevant professional membership body.
- Participate in additional clinical responsibilities as identified by the Team Leader.
- Work alongside Service Navigation team members to complete tasks in a shared workload capacity.
- Maintain accurate and timely case notes and data entry into the internal client and referral management system.
- With guidance from the Team Leader, support the development of resources and materials to facilitate the delivery of service navigation activities for relevant audiences and channels.
- Represent the organisation at events, on relevant committees and/or advisory groups, as they relate to the role and organisational objectives.

General

- regularly attend team and staff meetings
- contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- communicate effectively and respectfully with all members of the organisation and external stakeholders
- record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- comply with reporting requirements as directed by your manager
- deal with sensitive information in a confidential and professional manner
- complete other reasonable duties and projects as required to meet organisational objectives

Reporting relationships

Relationships

Reports to: Service Navigation Team Leader | Mental Health Reform

Direct reports: None

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- Tertiary qualifications in social work, psychology, nursing, or occupational therapy
- Registration or eligibility for registration with AHPRA or AASW
- Demonstrated experience supporting people with mental health concerns.
- Experience with client management systems, record management, data collection and digital technology
- Valid Queensland's Working with Children Check (Blue Card) or ability to obtain one upon commencement of employment.

Skills and Knowledge

- Competency in mental health and risk assessment, brief intervention, and complex care coordination.
- Working knowledge of referral pathways and service provider eligibility criteria in the Brisbane North PHN region
- Skills in effective stakeholder engagement and relationship development
- Professional phone manner and exemplary customer service skills.
- Minimum of intermediate skills in Microsoft Word, Outlook, Excel, SharePoint and PowerPoint

Desirable (non-essential)

- a lived experience of mental illness and or/suicide and/or caring with someone with a mental illness

Capabilities

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

Other

A current driver's licence is desirable and use of a personal vehicle may be required. Work-related mileage will be reimbursed at relevant rates.

Based on future service demand, you may be required to work flexible hours. This may include evening/weekend shifts for which penalty rates would apply.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)