

## JOB DESCRIPTION

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**Position Title:** Clinical Care and Coordination (Triple C) Clinician  
**Classification:** RN1, RN2 (dependent on incumbent skills & experience)  
**Location:** FocusOne Health Inc.  
Position is based in Naracoorte

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### Principles of the Organisation

FocusOne Health - Connecting health across the community

#### Strategic Vision

We are the leading partner in improving the health and wellbeing of our community.

#### Strategic Purpose

We achieve our vision by supporting and providing effective, efficient, innovative and quality primary health care services with General Practice, Primary Health Care Providers and our Community Partners.

#### Strategic Objectives

To actively lead and foster partnerships and relationships with all key stakeholders that enable collaborative and innovative models of care to deliver health outcomes for the community.

- Actively engage with membership, primary health care workforce and other partners
- Identify and implement Community engagement strategies
- Maintain a strong partnership with CSAPHN including contributing to and building on the CSAPHN needs assessment and population health planning
- Identify and document models of care that contribute to health outcomes

To deliver professional, accessible and equitable services in response to identified community need through pursuing and securing resource opportunities.

- Maintain and further develop services and programs that respond to community need
- Access appropriate funding sources that enable responsive service delivery options
- Ensure that all services meet high standards including evidence base, robust evaluation, viability and compliance

To establish and implement a viable business model for FocusOne Health in response to the changing political, health and local environment.

- Understand all aspects of the environment – political, financial, health and community
- Ensure that all internal structures and systems are robust, accountable and efficient resulting in measureable outcomes
- Focus on the sustainability of existing and future funding options including exploration of value add services on a fee for service basis.

## Role of Program / Position Overview

The Clinical Care and Coordination Clinician (Triple C Clinician) will play a key role in the provision of clinical care coordination for people with severe mental illness, where the care can be managed appropriately within a primary care setting.

The Clinical Care and Coordination program (Triple C program) aims to coordinate and better integrate care for an individual experiencing severe and persistent mental illness, where multiple health care providers are involved in improving clinical outcomes.

Primarily, consultation and liaison will occur with primary healthcare providers, acute health, emergency services, rehabilitation and support services, family, friends, other support people and carers and/or other agencies that have some level of responsibility for the client's treatment and or wellbeing.

All FocusOne Health staff demonstrate an understanding of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the WH&S Act.

## Reporting / Working Relationships

- Reports through the designated FocusOne Health Manager to the CEO and is accountable to the Board of Management of the FocusOne Health Inc.
- Participates in and actively contributes in regular clinical supervision and in peer clinical review processes.
- Is a member of the multi-disciplinary FocusOne Health Team and may liaise with FocusOne Health membership and other relevant stakeholders on behalf of FocusOne Health.

## Special Conditions

- Some out of hours work will be required and incumbent must be willing to work out of hours.
- Travel throughout FocusOne Health's catchment, with occasional intra-state trips (to Adelaide) and inter-state travel will be required.
- A current South Australian Driver's Licence is essential, and use of personal motor vehicle will be required, for which there will be mileage remuneration in line with Collective Agreement and FocusOne Health policy.
- Required to observe all aims, corporate values, policies and protocols of FocusOne Health including maintaining appropriate confidentiality, abiding by and agreeing to the Code of Conduct and Customer Service agreements.

## Child Protection

In accordance with the South Australian Children's Protection Act 1993, the successful applicant will be required to attain a National Police Certificate prior to employment.

FocusOne Health require all staff to undertake the following Department Community Social Inclusion (DCSI) screening checks:

- Child Related Employment Screening

## Key Responsibilities and Duties

## **Program Implementation**

The Triple C Clinician contributes to the planning, evaluation, delivery and reporting of the Triple C service.

- Participate in stringent data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activities and quality measures.
- Assists in working towards a collaborative approach with relevant agencies to ensure effective communication regarding client care and progress is shared with appropriate stakeholders in line with the Information Sharing Guidelines.

## **Service Provision**

The Triple C Clinician provides clinical mental health services to support the needs of people with severe and complex mental illness who are best managed in the primary health care sector. Specifically:

- Improve care by providing service coordination, regular follow-up and review, access to support and compliance with treatment plans
- Promote the use of a single multiagency care plan to help link providers across multiple services involved in an individual's care
- Ensure that referral pathways are in place to enable and support clients to seamlessly transition between services as their need change
- Actively contribute to addressing the physical health inequities of individual with severe mental illness
- Support GPs in their key role in assessment and support engagement between GPs and Psychiatrists when required
- Support step up / step down and post discharge activities with state-funded Local Hospital network (LHN) mental health services
- Coordinate support between GPs, state-funded LHN and National Disability Insurance Scheme assessment and referral to help match people to the service pathway which best meets their needs
- Support clients to effectively manage their symptoms and avoid unnecessary hospitalisation
- Progress service delivery activities towards being a part of a regional stepped care model
- Maintain partnerships with relevant organizations at the local level, including Aboriginal and Torres Strait Islander health organizations, Local Hospital Networks and other local organisations and put the necessary protocols and procedures in place to ensure services are delivered in culturally appropriate manner.
- Clinicians utilise supervision, review program determination, assessment and progress, including where clients requirement movement to other services within a stepped care approach to primary mental health services
- Facilitates best practice and up to date communication with and between stakeholders.

## **Quality Assurance and promotion of FocusOne Health services**

The Triple C Clinician assists with the implementation of continuous quality improvement and assurance activities within the FocusOne Health's quality assurance framework and supports the promotion of FocusOne Health Services.

- Maintain clinical governance arrangements that align with all national, state and local standards, particularly the National Mental Health Standards 2010, and include feedback mechanisms, relevant clinical supervision, performance monitoring and review arrangements.
- Participates in team meetings, planning activities, program and/or advisory groups and FocusOne Health-wide quality assurance activities.
- Contributes to best practice standards of program service delivery through supporting the promotion and implementation of quality management systems, evaluation and reporting.
- Represents FocusOne Health at local, regional, and state meetings and conferences as required.
- Provides assistance in the maintenance of data collection systems relevant to the evaluation of programs.

- Participates in ongoing professional development including annual performance reviews, and the development of and review of Key Performance Indicators.
- Supports the principles of equal opportunity, fairness, honesty and respect and fosters WH&S in the workplace.
- Triple C is delivered in the context of the Contracted Services Scheduled between CSAPHN and FocusOne Health and in conjunction with developed Program Guidelines, and FocusOne Health's Policy, Procedures, Work Instructions, and Templates and Forms.

## Selection Criteria

### Essential Minimal Requirements

#### Qualifications

- To be employed as an RN-2 or RN-1, a Registered Nurse must hold a current registration with AHPRA.

#### Experience

- Demonstrated experience and ability in working with clients with severe and persistent mental illness, in a primary mental health service or health and community services organisational context
- Demonstrated ability to build appropriate client therapeutic alliance to communicate ideas, information, planning and problem solving
- Demonstrated experience in effectively working within a multi-disciplinary team.
- Demonstrated experience in the development of care plans where clients lived experience and carer perspective is captured along with input from multiple providers to create a plan that supports a person with severe and persistent mental illness through times of both illness and wellness.
- Experience in providing advice and contributing to the development of, and implementation of policies, procedures and protocols. Successful experience in planning, coordination, implementation and evaluation of programs to meet budgetary constraints and compilation of reports.

#### Knowledge

- Knowledge of the severe mental health issues for people and the indicated treatment for low prevalence health conditions and literature underpinning such approaches.
- An understanding of the issues relating to the severe mental health and primary health care for people living in rural and remote communities, in terms of accessing treatment services and in supporting recovery.
- Awareness of the role of General Practice, Psychiatry and Local Health Networks in the assessment, treatment and referral for people with severe mental illness who can be appropriately managed in a primary care setting
- An understanding of ethics and confidentiality issues, particularly in relation to the health and medical professions.
- An understanding of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the WH&S Act.
- An understanding of cultural issues in working with minority groups of people including Indigenous, GLTBIQ and CALD communities

## Skills / Abilities

- Proven ability to interact well with clients, carers, and to build strong collegiate relationships with GP's, health professionals and other key stakeholders
- Ability to provide expert advice and work effectively with a range of stakeholders including members, sponsors/funding bodies, health professionals, other organisations and the community.
- Excellent oral and written communication and interpersonal skills.
- Excellent computing and keyboard skills and proven experience with Microsoft Office suite.
- Ability to prioritise tasks, set objectives, meet deadlines in a timely manner, and complete tasks to a professional standard.
- Able to be self-motivated, enthusiastic and energetic and adapt readily to change.
- Ability to work with limited direction and as a member of a multi-disciplinary team.
- Ability to exercise initiative, make sound judgements and decisions based on research and knowledge and problem solving effectively.
- Exercise initiative and judgement in problem solving.
- Highly self-motivated and dynamic personality
- Experience in the use of electronic client management systems.

## Other requirements

- A current drivers licence, own vehicle and insurance/registration.

## Desirable Characteristics

### Experience and Knowledge

- Experience in the implementation of primary health care programs.
- Experience in liaising with health related agencies at a local and or state level.
- Knowledge of local and regional health services.
- Experience in the delivery of primary mental health care programs that meet Accreditation standards.
- Experience in health promotion activities.
- Experience working with young people, Aboriginal people and/or providing mental health services or programs.
- Experience working with GPs and other health care providers to deliver health programs.
- Understanding of the principals involved in engaging consumers from at-risk populations.
- An appreciation of the long-term goals of FocusOne Health.
- Broad knowledge and experience of Primary Health Care philosophy.

### Personal Abilities

- Ability to be innovative and self-directed.
- Skills in public speaking and/or facilitating training.



**Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.**

Approved by: \_\_\_\_\_ *Date*

Acknowledged and signed by Occupant: \_\_\_\_\_ *Date*

Name of Occupant:

