

<b>Position Title:</b>	Senior Psychologist
<b>Operationally reports to:</b>	Coordinator Chronic Pain Clinic
<b>Professionally reports to:</b>	Chief Allied Health Officer
<b>Department:</b>	Chronic Pain Clinic
<b>Directorate:</b>	Community Care and Mental Health
<b>Cost centre:</b>	F0602
<b>Code &amp; classification:</b>	Psychologist Grade 3 (PL1 – PL4)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists Enterprise Agreement 2021-2025) and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenzas are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

## OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

## OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



### Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.



## **CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

## **ROLE STATEMENT:**

The Senior Psychologist is responsible for providing their advanced clinical expertise to Chronic Pain Clinic (CPC) clients and to the multidisciplinary team.

Specifically, the CPC Senior Psychologist will assess, plan, recommend and apply current, individualised and evidence based interventions and supports for clients with complex, chronic pain. The delivery of which will occur in the setting of one-on-one client consultations in the clinic, as well as in the facilitation of group programs.

The Senior Psychologist will collaborate with the multidisciplinary team; contribute to Case Conference and client's Agreed Care Planning and Case Review processes. The Senior Psychologist, as part of the multidisciplinary team, will also play a key role in leading service planning and development and quality activities.

Chronic Pain is a specialty clinic within the Health Independence Program: Subacute Ambulatory Care Services (SACS) stream.

SACS programs are person-focussed and operate within an integrated service delivery model utilising interdisciplinary team-based care with an emphasis on flexible service delivery. They aim to facilitate improved health outcomes and enable a better client journey across the care continuum. SACS includes Community Rehabilitation Centre (CRC), Geriatric Evaluation and Management in the Home (GEMITH), Victorian Paediatric Rehabilitation Program (VPRS), and the specialist clinics: CDAMS, Chronic Pain Management, Continence, Falls and Balance. The role will also liaise with community-based services to ensure a smooth transition and discharge process for clients moving from outpatient to community settings. The specialty clinics provide specialised assessment & recommendations for management within a model of care which operates within the Victorian Subacute Service Capability Framework (2009).

The CPC provides clinical assessment and where indicated, provision of treatment on a time-limited basis, for clients experiencing prolonged pain and moderate disability and for those who have entrenched chronic pain and high levels of disability. The aim is to reduce the risk of long-term disability, enable clients to gain an improved ability to self-manage their condition and develop strong links to support continuing management in a primary care setting following discharge from a specialist service.

The CPC clinicians at GV Health include a medical specialist, psychologist, occupational therapist, physiotherapist, registered nurse, exercise physiologist, dietitian and allied health assistant.

The position supports GV Health's clinical governance framework in the quality and safety domains of clinical effectiveness, risk management, effective workforce and consumer participation, ensuring optimal outcomes for patients, their carers and community.



## KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

*In collaboration with the Coordinator of the Chronic Pain Clinic and the multidisciplinary team the Senior Psychologist will:*

- Provide expert assessment, care planning, therapy, and review in relation to clients who have a history of complex and chronic pain, with aim to maximise client's psychological outcomes The senior Psychologists primary tasks are:
    - Expert clinical psychological assessment
    - Delivers empirically supported individual and group psychotherapy specific to chronic pain management
    - Assessment of clients' mental health including mental state and clinical risk
    - Provision of pain education
    - Referral onto other services as appropriate e.g. psychiatric services, mental health plan via GP or other relevant counselling service
  - Provide secondary consultation to staff within the Chronic Pain program who are providing care in relation to clients within the program.
  - Facilitates interagency liaison tasks that may be required from time to time to ensure best possible treatment is maintained.
  - Provide clinical supervision within peer settings to junior staff within the team
  - Evaluate clinical practice against research evidence, identifying areas for practice improvement.
  - Leads quality or practice improvement initiatives at local team or organisational level.
  - Ensure that all practice is within the philosophy, intent and standards prescribed by the relevant allied health professional body clinical and ethical guidelines and that practices are consistent with policies, procedures and evidenced-based research.
  - Establish and maintain networks with local, regional and state-wide Psychologists, especially those practicing in pain services.
  - Engage in professional, development activities in order to keep up to date with advances in the field of relevant therapies as well as best practice in the management of chronic pain.
  - Demonstrate exemplary treatment of all patients, clients, families, residents, visitors and staff in a courteous and non – discriminatory manner.
  - Actively seeks customer feedback on clinical service delivery and leads initiatives to respond to recommendations from feedback.
  - Participate in matters and activities relating to occupational health and safety including compliance with relevant legislation, regulations and codes of practice.
  - Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
  - Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
  - Act as delegate for the Coordinator of the Chronic Pain Clinic when required.
  - Other tasks as directed by the CPC Clinical Coordinator
- 1. Provide quality and safe clinical care for consumers**
- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
  - Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge
  - Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure



- Comply with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Participant's feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Promptly report vital Participant's observations that are outside the normal range as per clinical guidelines
- Ensure an effective discharge from hospital or services that reflects the needs of the consumer.

## 2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

## 3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Maintain current knowledge of clinical practice
- Actively participate in identifying where improvements can be made to the quality of consumer care
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

## 4. Commit to ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Support the development of others by acting as a resource to colleagues and participating in orientation and precepting of new employees and supervising students
- Provision of appropriate supervision to less experienced clinical employees
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.

## QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.



## OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with Participants and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

## KEY PERFORMANCE INDICATORS:

- Registration is maintained and working within scope of practice
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Actively participate in quality improvement activities within the Chronic Pain Clinic
- Participate in team reviews of practice and processes
- Ensure that referrals for Psychology are prioritised and seen within a timely manner
- Evaluate Psychology service delivery to ensure best practice
- Deliver Psychology services in line with established Chronic Pain Clinic program guidelines and processes.
- Submit required data in a timely manner
- Offering support and being a role model for all disciplines within this team

## Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

## KEY SELECTION CRITERIA:

### Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Current registration as a psychologist with the Psychology Board of Australia as well as current registration with the Australian Health Practitioner Regulation Agency as a Psychologist
- A minimum of 5 years as a Grade 2 Psychologist .
- Advanced clinical skills in the area of psychological assessment and intervention
- Extensive experience in the provision of psychological services to clients with complex health conditions and persistent pain
- Experience in delivering evidence based group and individual psychotherapy sessions
- Excellent interpersonal and communication skills (written and verbal) and proven ability to liaise, negotiate and communicate with staff and service providers.
- Demonstrated knowledge and experience in the planning, implementation and evaluation of service delivery
- Demonstrated ability to initiate, plan and sustain both secondary and tertiary level clinical consultations to individuals and treatment teams.



# GVHealth



CREATE. Outstanding.

- A caring and responsible attitude, with the ability to enable and inspire others.
- Current driver's licence.
- Evidence of full immunisation against COVID-19 and Influenza
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

## Desirable

- Experience in the provision of supervision to peers and junior staff
- Status as an approved supervisor with the Psychology Board of Australia (under AHPRA).



### Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"> <li>▪ manual handling ( pushing, pulling equipment)</li> <li>▪ general consumer handling and clinical duties</li> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ pushing pulling trolleys and equipment</li> <li>▪ working alone</li> <li>▪ general clerical, administration work, computer work</li> <li>▪ use of personal protective equipment and handling</li> <li>▪ operating equipment</li> <li>▪ handling general and infectious waste</li> <li>▪ participating in shift work and on-call</li> </ul>	<ul style="list-style-type: none"> <li>▪ Exposure to substances and hazardous materials</li> <li>▪ working at other locations may be required</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> <li>▪ driving a motor vehicle</li> </ul>

<b>Reviewed by</b>	Angela Burns Manager HIP
<b>Issued</b>	May 2022
<b>Reviewed</b>	May 2023

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_

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\_\_\_\_\_  
(Print Name)