

<b>Position Title:</b>	Triage Clinician
<b>Operationally reports to:</b>	Triage Manager
<b>Professionally reports to:</b>	Chief Nursing & Midwifery Officer or Chief Allied Health Officer or Senior Clinical Psychologist
<b>Department:</b>	Triage
<b>Directorate:</b>	Community Care and Mental Health
<b>Cost centre:</b>	H0904
<b>Code &amp; classification:</b>	Registered Psychiatric Nurse Grade 4 (NP75-NP77), Occupational Therapist Grade 3 (YB24 - YB27), Social Worker Grade 3 (YC46 – YC49), Psychologist Grade 3 (PL1 – PL4)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested Victorian Public Mental Health Services Enterprise Agreement 2020-2024, or Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2021-2025 and their successors; and GV Health Policies and Procedures (and as varied from time to time).
<b>Employment conditions:</b>	

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.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, therefore employment within GV Health is conditional upon evidence of having been vaccinated.

### 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.

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| <p> <b>Compassion</b></p> <ul style="list-style-type: none"> <li>• We treat others with kindness and respect;</li> <li>• Our deep connection to the community enhances our care for patients;</li> <li>• We support the whole patient journey;</li> <li>• We are understanding of each other.</li> </ul> | <p> <b>Respect</b></p> <ul style="list-style-type: none"> <li>• We respect the patient’s voice and their choices;</li> <li>• We celebrate diversity and are proud of multiculturalism;</li> <li>• We respect differences of opinions;</li> <li>• We respect the input of different disciplines and areas of expertise.</li> </ul> | <p> <b>Excellence</b></p> <ul style="list-style-type: none"> <li>• We are encouraged to grow professionally and personally;</li> <li>• We are leaders in what we do;</li> <li>• We invite feedback and are always striving to do better;</li> <li>• We connect patients to further care and information.</li> </ul>   |
| <p> <b>Accountability</b></p> <ul style="list-style-type: none"> <li>• We are responsible for our actions;</li> <li>• We are courageous in our decision making and grow from our mistakes;</li> <li>• We deliver what we promise;</li> <li>• We don’t compromise on our standards.</li> </ul>            | <p> <b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• We are a multi-skilled workforce and we pool our resources together;</li> <li>• We mentor and support one another;</li> <li>• We take a collaborative approach to care;</li> <li>• We are approachable.</li> </ul>   | <p> <b>Ethical behaviour</b></p> <ul style="list-style-type: none"> <li>• We hold ourselves to high standards;</li> <li>• We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;</li> <li>• We value and respect our patient’s privacy and trust;</li> <li>• We stand up against unsafe practice.</li> </ul> |



# GV Health

## 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.



CREATE. Outstanding.

### ROLE STATEMENT:

The Enhanced Triage Service is a telephone-based triage service and is one of two entry points into the Mental Health Program- the other being the PACER (Police, Ambulance and Clinical Emergency Response) clinician. As such it is crucial to the referral process across all sites where a Mental Health Assessment is required. It includes all referrals into the Adult, Child and Adolescent (CAMHS) Aged Mental Health Service and all other programs in Mental Health. This position is integral to ensuring that the program runs in an efficient manner.

This position is critical in the initial engagement and development of successful relationships with clients to ensure they have access to appropriate treatment and advice. Triage is the first important step in the recovery process. The Triage Clinician is key to providing high quality, evidence based screening and assessment overnight to assist clients to address their mental health concerns and contribute to the prevention and reduction of mental health symptoms. This program is essential to the Mental Health Program and the services it offers patients, carers, services and the wider community. The triage clinician will be required to work rostered shifts over a 24 hour 7 day week rotating roster.

### KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Provision of initial mental health triage screening assessment
- Provision of intake assessment
- Development of support and management plans
- Leadership and supervision to the multidisciplinary team
- Development and maintenance of relationships with both internal and external stakeholders
- 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

#### 1. Provide quality and safe clinical care for consumers

- Provision and monitoring of psychiatric screening, extended triage assessment and appropriate management plans and recommendations
- Categorisation in accordance with the State-wide Psychiatric Triage Scale for appropriate and safe response
- 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
- Consumer 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



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- Promptly report vital consumer 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.
- Maintain relationships with external professionals and organisations.
- Utilise GVAMHS carer and consumer expertise in informing service provision.
- Actively participate and lead staff meetings and clinical meetings.

## 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, mentoring and preceptoring of new employees.
- 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.



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## OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with consumers 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
- Adhere to relevant professional body code of conduct.

## 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).



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## KEY SELECTION CRITERIA:

### Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse or ability to apply to the relevant Allied Health professional association.
- Registered Nurses must have either Post Graduate Diploma in Psychiatric/Mental Health Nursing or a specialist undergraduate Mental Health Nursing program or a specialist post basic course of training which led to registration as a Division 3 (Psychiatric) nurse
- At least 5 years' experience in mental health service delivery
- Highly developed skills in psychiatric assessment and formulation of management plans
- Experience and expertise in the provision of psychiatric consultation and the provision of recommendations for treatment, care planning and management
- Highly developed interpersonal, communication and negotiation skills. The capacity to work with service providers across differing sectors and consumers from differing backgrounds, ages and cultural beliefs
- A highly developed understanding and application of recovery focused principles and a commitment to embedding them in triage practice
- Provision of leadership, supervision and support to the multidisciplinary team and work a rotating roster, this includes assistance, support and advice to IPU on night shift if a Registered Nurse
- Experience in the recognition of people experiencing a Dual Diagnosis (mental health and alcohol/substance use disorders) and the provision of brief interventions
- A thorough understanding and ability to utilise the State-wide Psychiatric Triage Scale, National Standards for Mental Health Services, National Safety and Quality health Service Standards and the Charter of Healthcare Rights.
- Evidence of full immunisation against COVID-19
- 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 and expertise in the provision of mental health service delivery in child/youth and/or aged psychiatric populations.
- Completed or undertaking further tertiary education in related areas



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## 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>	Triage Manager – Mental health
<b>Issued</b>	March 2024
<b>Reviewed</b>	March 2025

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)