

Position Title:	Clinician – Hospital Outreach Post-Suicidal Engagement (HOPE) Program
Operationally reports to:	Manager – Hospital Outreach Post-Suicidal Engagement (HOPE) Program
Professionally reports to:	Chief Nursing and Midwifery Officer, Chief Allied Health Officer or Chief Psychologist
Department:	Hospital Outreach Post-Suicidal Engagement (HOPE) Program
Directorate:	Community Care & Mental Health
Cost centre:	H0489
Code & classification:	Registered Psychiatric Nurse Grade 3 (NP81 - NP74), Psychologist Grade 2 (PK1 - PK4), Occupational Therapist Grade 2 (YB20 - YB23), Social Worker Grade 2 (YC42 - YC45)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 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.

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 HOPE Program is a state government initiative that provides assertive outreach support to clients following a suicidal behaviour or suicidal crisis.

The HOPE program aims to engage individuals who often do not meet the threshold for such services using a trauma informed approach and providing clinical and practical supports. The objectives of the program include:

- Improve the capacity and capability of the workforce at selected hospital sites to identify and support clients
- Improve links to community-based support for clients that is tailored, timely and responsive to their unique needs and circumstances
- Provide community-based support that enables clients to build self-resilience and capacity to self-manage social, economic and environmental factors that contribute to suicidality

The HOPE clinician will provide a high standard of care in a manner that is alert to, respectful of and responsive to the views and needs of consumers, families, carers and their culture and communities. The clinician must be able to work autonomously and productively with other team members to maximise team objectives and maintain a high standard of clinical care. The role requires the provision of outreach service across a designated catchment area therefore travel and working across locations may be involved. You will be part of a diverse team that delivers coordinated care to HOPE Participants through working collaboratively with other clinicians, Family Carer Peer Support workers and Psychosocial Support Workers.

Some out of hours work may be required.

ESSENTIAL QUALITIES

- You are able to empathise with the people seeking help through the HOPE program
- You have the ability to develop respectful and supportive relationship with both internal and external stakeholders.
- You have a high level of self-motivation and initiative with professional and ethical integrity.
- You are aware of the importance of a work/life balance and use of strategies of self-care.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Provides assessment, triage and treatment planning in relation to clients who have a history of suicide attempts or who are expressing suicidal ideation.
- Provides empirically supported individual and group psychotherapy.
- Facilitation of interagency liaison tasks may be required from time to time to ensure best possible treatment is maintained.
- Adheres to and complies with relevant legislation including Mental Health and Wellbeing Act Victoria (2023) and report on all matters of legislative compliance as required under this Act.
- Maintains appropriate records related to service delivery and the timely completion of all necessary statistical data to meet KPI's.
- Actively participates in matters and activities relating to occupational health and safety including compliance with relevant legislation, regulations and codes of practice.
- Actively engages in professional, development activities in order to keep up to date with advances in the field of personality disorder.
- Demonstrates 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.
- Promptly report vital participant's observations that are outside the normal range of the participant.
- Provides collaborative, solution focussed care delivery keeping the consumer, carer or Nominated Person at the centre of all decision making.
- Clinical practices are conducted consistent with the principles of Trauma Informed Care, Gender & Sexually Diverse Sensitive Practice and Culturally and Linguistically Diverse populations.
- Participates in clinical review meetings.
- Supports LLEW staff in their care and support of consumers/carers.

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
- 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
- Promptly report vital consumer observations that are outside the normal range as per clinical guidelines and escalation process.
- 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 of new employees .

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 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
- 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

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*.
- You will have completed qualifications as specified in the EBA relevant to your discipline. In addition, you will have appropriate AHPRA registration for psychology, occupational therapy or nursing appointments or membership of the Australian Association of Social Workers for social work with a minimum of 2 years clinical experience post obtainment of relevant qualification.
- Demonstrated ability to promote and model collaborative and respectful staff – staff and staff – client relationships and to reflect on and resolve interpersonal tensions and utilize clinical supervision within peer settings.
- Appropriate to the requirements of your clinical discipline (specified in the EBA where relevant), demonstrated ability to provide clinical supervision.
- Excellent clinical skills and knowledge of current best practice guidelines.
- Detailed knowledge of and ability to implement a range of clinical interventions in regard to suicide prevention and client focused care.
- Understanding of the benefits of the LLEW perspective in promoting consumer and carer well being
- Understanding and knowledge in relevant legislation.
- Current driver's licence.
- Detailed knowledge of several empirically supported treatment approaches that are appropriate for the treatment of clients post suicidal behaviour or suicidal ideation.
- Evidence of full immunisation against 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.

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

Reviewed by	HOPE Manager
Issued	March 2024
Reviewed	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: _____ /_____/_____

(Print Name)