

## Position Description

### Clinical Lead: Safe Haven Program



#### Position summary

Reporting to the Clinical Operations Manager, the Clinical Lead will lead a multidisciplinary team to provide integrated person-centred, trauma-informed support where team members work collaboratively to support participants experiencing distress. This position manages the four Community Safe Haven sites.

The Buttery's Community Safe Haven Program provides immediate, trauma-informed, and person-centred care to the community in Lismore, Mullumbimby, Murwillumbah and Woodburn.

Using evidence-based frameworks and training programs, the Safe Haven Program's range of services include: suicide prevention, crisis response, counselling, connection case management, referrals and structured support to address ongoing needs, including mental health, drug and alcohol issues, housing, finances, relationships, employment, disaster recovery initiatives and supports.

The Clinical Lead will be responsible for the co-design, implementation, and ongoing review of the Community Safe Haven Program. This role is mobile and will operate from each of the four community sites, as well as working with stakeholders and members in the community.

This position will require a strong working relationship with stakeholders.

The role is responsible for the clinical competency of the program.

#### Organisational relationships

**Direct reports:** Senior Clinicians, Clinicians, Community Engagement Officers

#### Internal and external relationships

External relationships may include mental health service providers, alcohol and other drugs organisations LHD, PHN and NGO's, families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, and the broader community.

Internal relationships involve direct support and supervision to Safe Haven staff and working as part of The Buttery's leadership team. This involves close working relationships with all Buttery staff members and includes various designated teams such as Clinical Governance, Quality Assurance and WHS committees.

| Responsibilities  | Outcomes  |
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| <b>Program co-design</b>  |   |
| Co-design the Safe Haven Program in line with contractual requirements and key stakeholders | The development of the Safe Haven model of service delivery is best practice, person-centred, trauma informed, outcome oriented and meets all legislative and contractual requirements. |
|   | Review and ongoing enhancements to the program as participants are supported.   |

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|  | There is reduced need for hospital emergency department presentations around suicidality.   |
| <b>Clinical Support</b>  |   |
| Provide a responsive and collaborative assessment and engagement service                       | Participants who access the Safe Havens and their families are provided with appropriate access to supports and are engaged in a recovery-oriented process.   |
| Use recovery and trauma informed principles in all interactions with participants              | Clinical notes and feedback from participants provide evidence that recovery and trauma informed principles are utilised.<br>Reports from MIMASO demonstrate best practice  |
| Respond to participants in high distress and with complex needs to ensure their safety.        | There is evidence that action is taken to support the safety of participants.<br>Appropriate referral pathways for participants are established.  |
| Provide support in line with the Clinical Governance framework                                 | All support is provided to participants in line with The Buttery's Clinical Governance Framework and measured through audits every three months.<br>Manage referrals, eligibility and suitability for new participants. |
| <b>Case Management</b>   |   |
| Case manage participants in a holistic manner for optimal outcomes incorporating care plans.   | Effective case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs.<br>Case management notes are documented in MIMASO appropriately.  |
| Provide support to families and stakeholders.  | Families and stakeholders are referred to Family Support counselling and other outreach services as appropriate.  |
| Manage the transition of participants after the program.                                       | Transfer of care is insured when closing care of a participant to other stakeholders for follow up.<br>Follow-up contacts with participants are organised and completed.  |
| Maintain a high level of compliance.   | Legislative, contractual, audit reviews and clinical governance frameworks are met.   |
| Undertake quarterly audits of case notes and appropriate required measurement tools in MIMASO. | Evidence from quarterly MIMASO audits indicate governance is maintained in service delivery.  |
| <b>Rostering</b>   |   |
| Work with staff to ensure participants have appropriate support in line with their needs.      | Two staff are rostered on at all times, across all locations, to support participants.<br>Back up staff are available to cover leave.   |
| Provide On Call support  | On Call non-face to face support is provided on a rotational basis for urgent matters.  |
| Work autonomously and as part of a team  | A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.<br>Assigned tasks are carried out in a timely manner.                                |

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| <b>Representation and Networking</b>  |   |
| Develop and maintain a working knowledge of other relevant agencies/services              | Positive working relationships with Stakeholders, including carers and other service providers are built and maintained                           |
| Contribute to The Buttery's Clinical Governance Committee                                 | There is evidence of compliance with the Buttery Clinical Governance Framework and active participation in Clinical Governance Committee meetings |
| Actively liaise with relevant agencies and other service providers.                       | Relevant agencies are provided with appropriate information to support the participant and assist with them accessing the services they need.     |
| <b>Reporting and Data Entry</b>   |   |
| Provide monthly reports as required   | Monthly reports are submitted in a timely manner  |
| Maintain files and undertake other administrative tasks as required.                      | Accurate case notes/files/paperwork/data/reports are maintained and updated   |
| <b>Team Support</b>   |   |
| Participate in peer and clinical supervision processes                                    | There is adequate preparation and active participation in peer and clinical supervision.  |
| Participate in informal and formal case conferences, staff meetings and planned meetings. | There is active contribution and leadership displayed in meetings to reach key program and clinical decisions.                                    |
| Work autonomously and as part of a team   | A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.                |
|   | Assigned tasks are carried out in a timely manner.  |
| <b>Staff Management</b>   |   |
| Work collaboratively with staff to ensure participants are supported appropriately.       | Responsibilities are delegated to staff in line with their experience and capacity.   |
|   | Staff are empowered to take responsibility for their own roles in accordance with policy and procedures.  |
|   | Employee contribution is encouraged to promote efficiency and job satisfaction.   |
|   | Transparent communication is provided so staff are appropriately informed of organisational needs and goals from management meetings.             |
| Recruit and interview new staff   | In collaboration with Human Resources, advertising, recruitment and interviews are carried out.   |
| Provide training and performance support to staff   | Orientation is provided to all new staff.   |
|   | Staff appraisals are coordinated and conducted in a timely manner.  |
|   | Career development planning and training needs are assessed and requested are considered in line with budget constraints                          |
| Approve timesheets and process staff leave.   | All staff leave is correctly recorded and accounted for in the payroll system.  |
|   | Annual leave and unplanned absences are managed and tasks are reassigned as appropriate.  |

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| Communicate with other Managers/Coordinators  | Leadership meetings are attended and action items are addressed.  |
|   | Relevant information is communicated to other managers and coordinators to ensure they are aware of any changes that may impact their service.  |
| <b>General</b>  |   |
| Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment. | There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery locations and compliance with any pandemic directives and protocols. |
|   | Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.   |
| Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.  | The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.     |
| Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement.  | Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.  |
|   | All mandatory training programs and team meetings are attended.   |
| Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.   | Interactions with colleagues, residents, clients and stakeholders are undertaken in a courteous manner.   |
|   | Cultural and linguistic diversity is taken into consideration.  |
|   | There is positive feedback from others regarding your interactions.   |
| Other duties relevant to the role as requested by the Clinical Operations Manager.  |   |

## Selection criteria

### Qualifications and checks

- Bachelor's Degree or higher in a relevant field (e.g., Psychology, Nursing, Social Work, Occupational Therapy)
- Current unrestricted registration with the Australian Health Practitioners Regulation Agency (AHPRA) and/or Australian Counselling Association (ACA)
- Current and valid Driver's Licence with an ability to undertake regular travel around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID-19 vaccination and First Aid certificate

**Professional skills and experience**

- Significant experience in leading a multidisciplinary mental health team or relevant clinical experience demonstrating capacity to take on a role as a Clinical Lead, supervising staff, forging community and other agency partnerships and the ability to lead a team of experts in peer support, case management and clinical support
- Understanding of trauma informed care and experience in the management of suicidality, assessment and advanced clinical risk mitigation
- Demonstrated experience in program development, implementation, co-design, monitoring and evaluation.
- Established networks and relationships with a range of services in the local area.
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as zoom.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

**Interpersonal skills**

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues and exposure to participants in crisis
- Self-reflective with the ability to review own work practices and maintain boundaries

**Agreement**

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_