



Position Description

Position Title:	HIP Counsellor
Award/classification:	Pending Qualifications Registered Psychologist grade 2 or Social Worker Grade 3
Directorate:	Community Services
Reports to:	General manager of Allied Health and Community Services
Direct reports:	Team Leader
Effective date:	November 2018

Overall Position Purpose

The purpose of this position is to provide timely and quality clinical & social assessment treatment and planning support to reduce the incidence of clients with Chronic Diseases/complex needs presenting at Northern Hospital Accident and Emergency, via an effective outreach community mental health Psycho/social support team.

This Program is a collaborative strategy brokered by a contractual arrangement between Northern Health and Plenty Valley Community Health and works with in the Wagner Chronic care model framework.

The role will be part of a team consisting of Diabetes Nurse Educators, Endocrinologists, Dieticians, Podiatrist, Physiotherapists & Nursing.

Services from this program are delivered from multiple sites across DPV Health and Northern health with some outreach intervention as required.

DPV Health provides primary healthcare, social and psychological support services to people of all ages, focusing on the growing outer northern metropolitan area of Melbourne. Our services have a strong focus on treatment, prevention, early identification, rehabilitation and maximization of independent living skills.

DPV Health is a major provider of primary healthcare in our region and is committed to establishing a well-integrated primary healthcare service that is accessible to people in the City of Whittlesea and neighbouring metropolitan and rural municipalities. DPV Health partners with General Practitioners, Hospitals, and the three levels of government, local agencies and community members to achieve an effective universal primary healthcare system.

DPV Health is a registered Community Health Centre and a Company Limited by Guarantee. It is funded by government grants and other self-managed revenue activities. It is governed by a Board of Directors elected and appointed from the community.

Our expectation is that staff will operate as a co-operative team. Our staff will be flexible, multi-skilled and able to work with a diverse range of individuals, multidisciplinary groups and community agencies.

Our staff will continually update their knowledge to take on new responsibilities and challenges.

The People & Culture Manager is responsible for design, delivery and implementation of DPV Health's People strategy. The position provides strategic expertise to the Board, CEO, Executive Leadership team, and employees on all people related matters including performance and talent management, organisational design and development, engagement, reward and recognition, HR Systems and reporting and change management

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

The Chief Financial Officer is responsible for the planning, implementation and management of DPV Health's financial activities. Supporting the strategic success of DPV Health through the design, delivery and implementation of DPV Health's financial strategy. The position provides strategic expertise to the Board, CEO, Executive team, leadership team and staff on all financial aspects.

Duties and Responsibilities

Service Delivery –

- Provide comprehensive Psycho/Social assessment & Intervention of all clients on referral from practitioners and agencies.
- Work with clients, their carers and families, referring practitioners, relevant agencies in developing, documenting and actioning an ongoing management plan for clients.
- Undertake time limited case coordination and management of clients until an appropriate referral and services have been engaged for the client with safe & agreed achievement of target health outcome.
- Undertake client support incorporating individual, group and phone modalities
- Provide primary and secondary consultation and support to referring GPs and other HARP clinicians.
- Promote and enhance the formal links and collaboration between participating agencies: Northern Hospital (NH) Accident & Emergency, General Practitioners (GP Liaison Officer), DPV Health programs and all NH HARP programmes.
- Implement appropriate service responses for clients presenting with dual diagnosis.
- Participation in Service Planning and Policy Development.
- Promote and deliver best practice
- Undertake relevant program administration duties including completion of organisational & program reports and activity data statistics.
- To meet, and strive to exceed, personal and workgroup targets for Key Performance Indicators as set from time to time by DPV Health and/or funding bodies in areas such as Safety, Efficiency and Effectiveness, amongst others.
- Attend internal and external meetings as required.
- Provide supervision to staff or students as required.

Reporting, Systems and Analytics

- To abide by and actively support DPV Health OH&S policies to ensure the safety and wellbeing of the employee, clients, colleagues, contractors and visitors.
- To ensure that the confidentiality of DPV Health clients is respected and upheld at all times.
- To actively support the Vision, Purpose and Values contained in the DPV Health Corporate Plan.
- To participate in supervision and annual appraisal processes as per DPV Health Policy & guidance
- To undertake Continuing Professional Development
- To actively participate in HACC/Community Services meetings.
- To abide by the Policies & Procedures of DPV Health (which may be amended from time to time).
- To actively promote DPV Health and its services within the community.

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

- Sound demonstrable knowledge of MS Outlook, MS Office (including Word, Excel, PowerPoint) and Internet Explorer.
- The capacity to learn to effectively use the DPV Health electronic records systems (for example VHIMS, TRIM, TrakCare, Titanium, HMS and CPF).
- Other duties as directed

Financials, Budgets, Targets, Funding

- Identifying opportunities to enhance the financial sustainability
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Achieve targets / budgets for your (Directorate/Program/Team/Function)

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Actively participate in and promote all required training, inductions and development. Including ensuring your team completes all required training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively addressed new and known risks.

DVP Health Requirements

- Current Victorian drivers licence
- Valid Working with Children’s Check (valid for 5 years from the date of issue)
- Disability closure scheme statement
- Satisfactory Police Check (valid for 3 years from the date of issue)
- Occasional after hours and weekend work may be required
- Travel between sites is required

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

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- Specific tasks and functions of this role will be detailed through objectives and key performance areas
 - For service delivery roles = registered for or will be registered as a MBS provide

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

Qualifications Required or Desirable:

- Qualification as a Registered Psychologist (Grade 2) or a Social Worker (Grade 3).
- Post graduate qualification
- Experience in mental health setting/work
- Current registration with Australian Health Practitioner's Registration Agency (AHPRA) as Psychologist or eligible for AASW membership for social workers.
- Significant experience in the field
- Demonstrated experience in community based assessment of people in the acute phase of a mental illness with clinical knowledge and competency as a mental health professional at an advanced level.
- Knowledge of and demonstrated skills in crisis intervention for people in social/Psychological crisis, with the capacity to work collaboratively with other health professionals.
- Proven ability/high level of interpersonal skills to effectively liaise, consult, negotiate, communicate and collaborate with clients, their families and other agencies and service providers.
- Knowledge of the Mental Health Act and other relevant legislation.
- Current Victorian Driver's Licence.
- Computer literacy skills
- Relevant experience that demonstrates the Core Competencies, Attributes and Capabilities.
- Working with Children's Check

Work Experience, Skills and Behaviours:

In order to succeed in this position, it is expected that you will have:

- As a Community Health organisation our customers place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining a high standard and quality of work and ethics. You are motivated to do what is right legally and morally.

Being a Leader and an influencer

- Has personal impact and ability to lead and influence, and create buy in to ideas and projects.
- High levels of energy, initiative, sound judgement and a sense of urgency. Ability to manage competing priorities.
- Excellent communicator and negotiator with the capacity to develop and implement key strategic projects and plans

Leading a team

- Demonstrated experience managing allied health and community services in a community health environment
- Substantial experience in a (senior, program, team) management role
- Evidence of successful team development and building
- Ability to collaboratively lead a team to success and agreed timelines.
- Provide clear direction and support. Manages time, resources, tasks and competing priorities
- A genuine interest in all people, customer and colleagues.
- Interact with empathy and responsiveness and towards common goals. Positive outlook.
- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Encourages team members to speak up and provide solutions when process are not working.

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

- Ability to set measurable objectives. Plans projects and activities well in advance and effectively manage timelines, resources, and costs to execute.
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Leading Change and innovation

- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.
- Creates a culture where change is normalised and appreciated.
- Creates new and better ways for the organisation to be successful.
- Not content with the status quo and see barriers as opportunities for innovation.
- An ability to lead and participate in change
- Demonstrated ability to drive innovation
- Uses initiative in identifying continuous quality improvement opportunities
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Customer Focussed

- Ability to deliver results and meet and exceed your customer expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds customer relationships and builds a culture where best for the customer guides decision making.
- A clinical health professional background with substantial recent experience
- Ability to understand the customer needs and delivery the required service
- Demonstrated responsiveness to customer needs and wants. (Internal and external)
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Quality and Commercial Focus / Planning and being Organised

- Strong business/commercial acumen
- Excellent understanding and knowledge of the funding changes impacting the sector
- Analyse and present complex information in an easily understood and accessible format.
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the customer.
- Ability to understand the customer needs and delivery the required service considering costs and funding/revenue
- Success in attracting funding for new and existing programs
- Demonstrated experience managing large scale projects and planning timelines, activates, resources and costs.
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements
- Understand the challenges and complexity of providing consistently high-quality care and support through a culture of safety, transparency, accountability, teamwork and collaboration
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Communication and an Interpersonal Approach

- Excellent written and verbal communication skills.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- You can be tactful and impactful.
- Utilises interpersonal skills and tools to establish constructive rapport with customers from a variety of cultures, religions and socio economic circumstances

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1