

## Position Description

### HIP/HARP Counsellor

<b>Award or EBA:</b>	Pending Qualifications: Must be a registered Psychologist (Grade 2) or Nurse, Social Worker (Grade 3), or have a Masters in Counselling.
<b>Classification/Grade:</b>	TBC based on candidate qualification
<b>Directorate:</b>	Community Services
<b>Reports to:</b>	General Manager - Allied Health and Community Development Services
<b>Direct Reports:</b>	Team Leader - HARP Services

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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### Role Description

This position seeks to provide timely and comprehensive assessment/management to clients presenting with mental health presentations related to other chronic health conditions (eg. Diabetes, Heart Disease etc.). The successful applicant will work together with other Health Providers in our HARP team to support clients with their complex needs and to reduce the incidence of admissions to Emergency Departments or Hospital (Physical or Mental Health presentations).

The HIP (Health Independence Program) and HARP (Hospital Admissions Risk Program) is a collaborative strategy brokered by a contractual arrangement between Northern Health and DPV Health. The role will be part of a team consisting of Diabetes Nurse Educators, Endocrinologists, Dieticians, Podiatrist, Physiotherapists, Exercise Physiologist's and other Psychologists/Social Workers. Services from this program are delivered from multiple sites across DPV Health and Northern Health. There may also be some outreach interventions as required.

### Roles Key Accountabilities

#### Service Delivery

- Provide comprehensive Psycho-Social assessment & Intervention of all clients on referred to service. This may be from internal or external agencies.
- Work with clients, their carers/families, referring practitioners and relevant agencies to develop, document and action; management plans for clients.
- Undertake time limited case coordination and management for clients. Work with clients to make appropriate referrals for other services if there are safe/agreed/targeted health outcomes.
- Undertake client support incorporating individual, group and phone modalities
- Provide primary and secondary consultation and support to referring GPs, Hospitals 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.

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- 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 as well as organisational targets for Key Performance Indicators.
- Attend internal and external meetings as required.
- Provide supervision to staff or students as required.

### **Reporting, Systems and Analytics**

- To ensure that the confidentiality of DPV Health clients is respected and upheld at all times.
- The capacity to learn to effectively use the DPV Health electronic records systems (for example VHIMS, TRIM, TrakCare, e-case, Titanium, GEMBA, My Bookings, HMS and CPF).

### **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

### **Culture, Engagement, Diversity – People Experience**

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- 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.
- Demonstrate 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
- 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 address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

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### **DPV Health Requirements**

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- Current Victorian Drivers Licence
- Disability Worker Exclusion Check
- Travel between sites is required
- Valid Working With Children Check
- Satisfactory Policy Check
- Registered as a MBS Provider

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### **Authority**

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The occupant of this position has authority as per the delegation manual.

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### **Key Selection Criteria**

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#### **Qualifications**

- Tertiary and Post Graduate qualification in relevant field (Social Work, Psychology, Counselling, Nursing)
- Current registration with relevant peak Australia body dependant on qualification

#### **Service Delivery**

- Demonstrated experience in community based assessment and management of people in the acute phase of a mental illness. You must demonstrate 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 with other health professionals.
- Knowledge of the Mental Health Act and other relevant legislation.

#### **Communication and interpersonal approach**

- Proven ability/high level of interpersonal skills to effectively liaise, consult, negotiate, communicate and collaborate with clients, their families as well as other service providers and agencies.
- Competent computer skills

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#### **Employee Acknowledgement**

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I, \_\_\_\_\_, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature \_\_\_\_\_ Date \_\_\_\_\_