

## Position Description

### Clinical Lead: The Way Back NSW North Coast

#### Position summary

Reporting to the Regional Manager, the Clinical Lead will lead a team of Support Coordinators and Peer Workers to provide timely, practical, psychosocial support to people who have attempted suicide or are experiencing a suicidal crisis.

The Buttery's Way Back NSW North Coast program provides up to 3 months of assertive trauma-informed outreach mental health and psychosocial support, co-creating safety and support plans and linking participants to available clinical, cultural and community-based services.

The Way Back model supports participants who are experiencing suicidal risk distress towards safety through:

1. Promoting strength and resilience
2. Ensuring psychosocial and clinical needs are complementary
3. Ensuring support is responsive to individual needs
4. Ensuring support is timely and manages risk

The Clinical Lead will be responsible for the co-design, implementation, and ongoing review of the Way Back NSW North Coast program. This role is mobile and will operate throughout the program footprint and will require a strong working relationship with stakeholders. Staff engage with individuals across all age groups and the role may require conducting home visits, as well as holding meetings online, in the office and within the community. The role is responsible for the clinical competency of the program.

#### Organisational relationships

**Direct reports:** Support Coordinators and Peer Workers

#### Internal and external relationships

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

Internal relationships involve collaboration and cooperation with other Way Back NSW North Coast Clinical Lead; direct support and supervision to Way Back NSW North Coast 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 groups such as Clinical Governance, Quality Assurance and WHS committees.

Responsibilities	Outcomes
<b>Program co-design</b>	
Co-design The Way Back NSW North Coast in line with contractual requirements and key stakeholders.	The development of The Way Back model of service delivery is best practice, person-centred, trauma informed, outcome oriented and meets all legislative and contractual requirements.
	The review and ongoing enhancements to the program as participants are supported.
	There is reduced need for hospital emergency department presentations around suicidality.
<b>Clinical Support and Care Coordination</b>	
Supervise staff to provide an accessible, responsive and collaborative service	Case notes indicate participants who access the Way Back NSW North Coast and their families are provided with timely and appropriate access to supports and receive holistic care.
	Wellbeing plans are co-created at first contact, reviewed 6 weekly and outline stakeholder collaboration.
	Participants and their carers are supported in line with The Way Back NSW North Coast Program, Buttery Operational Manual and participant flow chart.
Ensure staff utilise recovery and trauma informed principles in all interactions with participants and their carers.	Feedback indicates staff provide a calm, safe, friendly, and welcoming space for participants, families, and carers.
Use recovery and trauma informed principles in all interactions with participants	Clinical notes and feedback from participants and their carers provide evidence that recovery and trauma informed principles are utilised.
	Participant outcomes demonstrate best practice.
Provide governance for comprehensive assessment and risk identification and management.	Case note reviews indicate participants receive a risk assessment at first contact, and it is reviewed as necessary.
	Suicide Safety Plans are reviewed or co-created at first contact and reviewed at least 6wkly
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.
	Staff follow Buttery and LHD risk escalation pathways.
Provide support in line with the Clinical Governance framework and National Mental Health Standards.	All support is provided to participants in line with The Buttery's Clinical Governance Framework and measured through audits every three months.
	Safe and high-quality care is provided in line with these standards.
	Support and training for staff to ensure care is best practice.

Responsibilities	Outcomes
Afterhours Supervision	The Clinical Lead joins Afterhours Supervisors and provides afterhours support on a rotating roster.
<b>Key Performance Indicators</b>	
Key Performance Indicators (KPI) are met as per contractual requirements	KPIs are regularly reviewed to ensure tracking against targets.
	Any incident of non-compliance are escalated to relevant stakeholders with a solution-focus framework applied.
Provide support to families and stakeholders.	KPI's are made available for Board, internal and external stakeholders as required.
Undertake quarterly audits.	Evidence from routine 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.	The staff rostering meets the needs of stakeholders, participants and carers.
	Clinical handover meets transfer of care requirements and facilitates 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.
	Assigned tasks are carried out in a timely manner
	There is evidence of participation in informal and formal case conferences, staff meetings and planned meetings.
<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.
	Escalation of deterioration pathway is developed and maintained with the LHD.
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 them accessing the services they need.
<b>Student placement and volunteers</b>	
Students completing placement and volunteers are supported.	Feedback from students and volunteers indicates that they have benefited from their participation.
	New workers are supported to enter the sector.

Responsibilities	Outcomes
	The program and participants benefit from additional support offered by students and volunteers.
<b>Reporting and Data Entry</b>	
Provide monthly reports as required	Monthly reports are submitted in a timely manner
Ensure support coordinators meeting data entry, kpis and benchmarks as per the contract	Participant records are maintained in alignment with legislation.
	Data entry of Occasions of Service to the Client Management System CMS (Mimaso) and Community Engagement activities are completed
	There is evidence that measuring tools such as Suicidal Ideation Attributes Scale (SIDAS) Kessler psychological distress scale (K10 + K5) are completed upon entry, at 6 week and upon exit of participants.
Maintain files and undertake other administrative tasks as required.	Accurate case notes/files/paperwork/data/reports are maintained and updated
	Conduct routine and documented file audits.
<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 conducted.
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 request are considered in line with budget constraints

Responsibilities	Outcomes
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.
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>Financial Management</b>	
Manage budgets	Ensure operations adhere to budgeting restraints and requirements.
	Expenditure is within delegation.
	There is evidence of liaison with the Regional Manager to review Profit & Loss.
	There is evidence of liaison with Finance as required.
<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 responsible for your mental health, manage personal stressors and seek support.	Clinical supervision or other supports are utilised, when needed.
Manage potential for vicarious trauma and maintain professional boundaries.	There is engagement with regular Clinical Supervision or EAP.
	The line manager is notified if additional supports are required.
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 Regional Manager	

## Selection criteria

### Qualifications and checks

- Bachelor's Degree or higher in a relevant field (e.g., Psychology, Nursing, Social Work, Occupational Therapy) and credentials in Mental Health with unrestricted registration with the relevant peak body.
- Current and valid Driver's Licence with an ability to undertake regular travel around the program footprint.
- A satisfactory Criminal Record Check and Working with Children Check

### 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 Teams and data entry skills, including online case noting.
- 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 \_\_\_\_\_