



# POSITION DESCRIPTION

<b>Date</b>	June 2022
<b>Position Title</b>	Triage Officer - CNS
<b>Division</b>	Mental Health
<b>Reports to</b>	Inpatient Service Manager – Bethesda Clinic Cockburn

## SECTION 1

### Mission, Vision and Values

**Mission:** - To deliver the highest quality healthcare experience for patients

**Vision:** - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

**Values:** Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

## SECTION 2

### Position Summary and Role Purpose

Provide single path of entry for referrals to Bethesda Clinic.

Establish and maintain relationships with primary health care, visiting medical officers (VMOs) and other health providers to ensure seamless entry to Bethesda Clinic.

Work collaboratively with GP Liaison / Discharge Planning CNS to promote safe and effective transition of care.

Promoting Bethesda Clinic as the provider of choice for private mental health care in the southern corridor.

Provide support to primary health care providers with the referral process to Bethesda Clinic.

Influence mental health nursing practice within the practice setting, provision of nursing leadership, setting and monitoring clinical standards, policy development, service development and change management.

## SECTION 3

### Key Working Relationships

INTERNAL	EXTERNAL
General Manager	General Practitioners

Inpatient Service Manager	Private Psychiatrists
Wellness and Recovery Coordinator	Suppliers
Multi-disciplinary Team	Contractors
All staff	

## SECTION 4

### Key tasks, Responsibilities, Outcomes and Activities

#### Preventing and Controlling Health Care associated Infection

- Perform hand hygiene and other required actions to prevent transmission of infections

#### Clinical

- Provides mental health triage for all consumers referred to Bethesda Clinic, both day therapy and inpatient services
- Assesses mental health needs, risk and priority by reviewing referrals and gathering further collateral information to make informed decision regarding care and treatment recommendations
- Provides specialist consultation on issues relating to mental health emergencies and crisis
- Signposts referrers to appropriate alternative services when Bethesda Clinic is not the optimal option for the referred consumer
- Ensures appropriate governance processes are followed in relation to acceptance of care of consumers at Bethesda Clinic
- Resource to other staff in relation to the electronic medical records system particularly pertaining to the area of practice
- Provide leadership and consultancy to nursing and multi-disciplinary team members to ensure evidence based best practice to support the delivery of appropriate mental health care
- Assists in the development and delivery of educational packages to primary care services and other key stakeholders as required
- Supports clinical services through triage and initial clinical assessment of referrals to Bethesda Clinic
- Develop policies and procedures to promote and maintain effective and efficient working relationships with primary health care services and VMOs
- Provides consultancy to a broad range of customers and health professionals including primary care practitioners and VMOs who are managing patients who are referred, awaiting admission and admitted
- Participates in the development of service agreements as required
- Develops and implements quality improvement initiatives using the quality cycle
- Maintains high standards of clinical documentation
- Participates in recruitment and selection and orientation of new staff to the service
- Performs a public relations function
- Participates in the maintenance of accurate data collection as required by the organisation
- Undertakes and initiates ongoing professional development to maintain professional and technical skills at an advanced level
- Works closely with GP Liaison / Discharge Planning CNS to ensure consistency of messaging to referrers and ongoing care providers post Bethesda Clinic episode of care
- Supports upskilling of other clinicians in the triage role as required
- Supporting Bethesda Clinic Model of Care; and person-centred, recovery oriented and trauma-informed approaches to consumer care and treatment
- Covering of brief periods in GP Liaison role as required
- Undertakes other responsibilities and duties as appropriate, within level of knowledge, expertise and scope of practice, as directed by the Inpatient Service Manager

**SECTION 5**  
**Health, Safety and the Environment**

- Contributes as far as possible to provision of a safe work environment
- Adhere to policies, procedures and standard operating procedures
- Report incidents, hazards and injuries
- Use personal protective equipment as required and directed
- Raise OSH issues with OSH representative/s
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment

**SECTION 6**  
**Quality and Risk**

- Record initiatives and issues, including clinical risks in Bethesda Health Care risk management system
- Abide by Bethesda Health Care's Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act and all other relevant legislation
- Complete mandatory training and participate in development reviews
- Actively participates in orientation of new staff
- Initiates and participates in relevant research activities
- Participates in clinical supervision

**SECTION 7**  
**Partnering with the Consumer**

- Working in partnership with consumers to develop holistic, trauma informed and recovery-oriented care, in a genuine and collaborative way

**SECTION 8**  
**Selection Criteria**

Qualifications
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Eligible for registration in the category of Registered Nurse by the Nurses and Midwives Board of Australia</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Post-graduate qualifications or progress towards same in Mental Health</li> </ul>
Knowledge
<p><b>Essential.</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrated knowledge of mental health disorders and treatments</li> <li>▪ Knowledge of Mental Health Act 2014, Equal Opportunity Act, Occupation Health and Safety Act, Disability Services Act and other legislation that impact on nursing practice</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Quality improvement, clinical governance and risk management processes</li> </ul>

Skills
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Proven problem solving and analytical skills</li> <li>▪ Highly developed interpersonal skills</li> <li>▪ Demonstrated excellent written and verbal communication skills</li> <li>▪ Demonstrated well developed organisational and time management skills</li> <li>▪ High level computer literacy and experience in health-based IT applications</li> </ul>
Experience
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrated clinical knowledge and recent experience of evidence-based nursing care including triage, assessment and crisis management within a community mental health setting</li> <li>▪ Working effectively as part of a team</li> <li>▪ Determining and exceeding customer expectations</li> <li>▪ Building and sustaining relationships with colleagues and customers</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Experience in marketing / health promotion</li> </ul>

**SECTION 9**  
**Acceptance of Position Description**

\_\_\_\_\_

Employee

\_\_\_\_\_

Date

\_\_\_\_\_

Manager

\_\_\_\_\_

Date