



## Position Description

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| <b>Position Title</b>    | Mental Health Service Navigation Officer  |
| <b>Division / Team</b>   | Client Services / Adult Mental Health HeadtoHealth  |
| <b>Reports to</b>        | Manager Adult Mental Health   |
| <b>Agreement / Award</b> | Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020 -2024 or Victorian Stand Alone Community Health Centres Allied Health Professionals Enterprise Agreement 2021-2022 or Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 or Victorian Community Health Sector (Audiologists, Dietitians, Pharmacists & Psychologists) Multiemployer Enterprise Agreement 2018 - 2021 |
| <b>Classification</b>    | Dependent on qualifications and experience  |
| <b>EFT / Term</b>        | Full Time (1.0 FTE) - Ongoing   |
| <b>Work Location</b>     | As per contract of employment   |
| <b>Date Approved</b>     | August 2023   |

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### About Ballarat Community Health

Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery and health promotion with a focus on service monitoring, review and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in underpinning these values.

**Our Purpose** Health and wellbeing for all with a commitment to the most vulnerable.

**Our Leading Principles** A driven desire to maximise impact and be sustainable.

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| <b>Values</b> | <b>Respect</b><br>Valuing other points of view and treating people with respect               | <b>Integrity</b><br>Acting with sincerity and honesty             | <b>Courage</b><br>Strength in the face of challenges   |
|               | <b>Resilience</b><br>The ability to be strong in adversity, and bounce back with renewed hope | <b>Responsibility</b><br>Being reliable and accountable to others | <b>Optimism</b><br>Focusing on potential and abilities |

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**Diversity Statement** Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

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## Position Summary

Ballarat Community Health are building our mental health teams and programs in the Ballarat and surrounding community. It is an exciting time to become involved in our Community Mental health programs at Ballarat Community Health. We encourage collaboration across the broad range of programs available to our local community. BCH are committed to working with Peer/ Lived Experience team members and Family and Carer Consultants to identify gaps within the mental health system locally. With the recent Recommendations from the Royal Commission into Mental Health in Victoria, along with a commitment from our Commonwealth Government, multiple changes and improves will continue, to our current system.

BCH have been provided with funding from the Commonwealth Government, from the Western Victoria Primary Health Network to offer a Service Navigation Officer of our local Mental Health and Psychosocial Programs. This role will assist people to connect to the mental health service they need at that time, with a “no wrong door” attitude. The role will include completion of assessments of individual needs, referring to appropriate services, with the Stepped Model of Care methodology. It is expected the clinician will have or build an expert knowledge of local service providers, both internally and externally across the whole of Grampians Region.

If you are interested in become part of a dynamic multi-disciplinary team, who are keeping up to date, and abroad the many changes within the mental health system locally, this position would be an excellent opportunity for your career.

The Mental Health Service Navigation Officer, will function as a member of a dynamic multi-disciplinary, multi-agency team to promote an integrated and holistic service for participants. As the Mental Health Service Navigation Officer, you will be responsible for a range of clinical services.

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## Principal Areas of Responsibility

### **Understand and improve the mental health care and psychosocial disability, needs of our community through analysis, planning and addressing service gaps:**

- Be the first point of contact, and provide excellent customer service for all mental health referral enquiries, via phone, web based and or email including clients, carers, services providers and other health professionals
- Work alongside our current Mental Health Service Navigator, Intake worker, and other mental health programs
- Take a lead role in the mental health teams to improve the integration of the community services, whilst have excellent clinical skills, knowledge and expertise
- Work closely with local service providers include GP’s, program managers, NDIS Local Area Coordinators, Local Hospital Networks, Aboriginal Community Controlled Health Services to identify gaps
- Service Navigation – maintain or gain a working knowledge of current local service providers and support agencies in order to provide appropriate information and or to facilitate contact with more relevant services or agencies
- Establish coordinated referral process to support streamlined access to services for clients, carers and other health professionals. This includes psychosocial, clinical and primary health care
- Undertake assessment of need, using a range of evidence-based tools and processes to ensure referrals are progress as per agreed process and timeframes
- Collaborate with local service providers to develop integrated processes for routine information sharing with consumers, families and carers to ensure the process is streamlined
- Develop and distribute up to date and detailed information resources for service providers to assist consumers link with relevant local health services, including Primary Health, as

well as community support services including Housing, Education, Employment, financial, and family matters

- Develop governance arrangements to support regularly, ongoing LHN's and LAC's on referral pathways, available supports, service gaps and emerging issues
- Work with other Service Navigators in other PHN's to share information on strategies and innovations that are associated with improved consumer outcomes
- Develop and implement relevant policies and procedures, along with the service Manager and Service Navigation Coordinator

### **Reporting**

- Complete and maintain appropriate clinical records and statistical reports according to the organisation's policy and funding body standards
- Ensure all data and other reporting requirements of funding bodies are submitted as required
- Support the program to achieve performance targets and to effectively measure outcomes
- Where required, provide material for written reports to the CEO and Executive Manager Client Services, including contributions for annual and quality of care reports, member newsletters and reports for The Board

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### **Scope**

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes

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### **Organisational Responsibilities**

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

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### **Qualification and Immunisation requirements**

At least a Bachelor qualification in one of the following disciplines:

#### **Nursing:**

- Registered as a Division 1 Nurse under the Australian Health Practitioner Regulation Agency (Nursing and Midwifery Board of Australia)
- Member of Australian College of Mental Health Nurses

**Occupational Therapy:**

- B. App Sc (OT), B. Occupational Therapy, or Master of Occupational Therapy
- Must be registered under the Australian Health Practitioner Regulation Agency
- Experience with Early Childhood would be desirable

**Social Worker:**

- An AASW accredited Bachelor Degree that provides eligibility for membership of the Australian Association of Social Workers
- Mental Health accredited social worker or working towards AASW CPE accreditation

**Psychology:**

- A post-graduate degree in Psychology
  - Current Registration with Australian Health Practitioner Regulation Agency (AHPRA) as a Psychologist
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**Key Selection  
Criteria****1. Experience:**

- Demonstrate extensive experience in the local Mental Health System, including intake/ triage/ assessment skills
- Demonstrated high standards of organization and co ordination
- Evidence of flexible approach, friendly, welcoming and non-judgemental approach
- Experience working in an environment with a focus on clients with complex needs
- Understanding of current local systems for severe mental health, psychosocial disorders, with a client centred and carer perspective
- A strong understanding of and commitment to the social model of health, Stepped Model of Care and Co Design principles

**2. Interpersonal Skills:**

- Well-developed communication and interpersonal skills, including the capacity to successfully manage difficult situations
- Ability to contribute to a positive and successful team environment
- Previous experience with and a passion for inter-departmental collaboration and effective teamwork
- Demonstrated ability to present Ballarat Community Health as a leader in the Mental Health Treatment space within Ballarat and surrounds

**3. Written Communication:**

- Effective written communication skills which are clear and concise
- Expert in medical documentation, including intake assessment, provisional diagnosis, treatment planning and MDTM discussions
- Develop concise and relevant policies and procedures
- Completion of an annual business plan, with activities and outcomes, with a review process formally and informally
- Knowledge of evaluation measures

**4. Computer Skills:**

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems
- Expert in using web based virtual platforms with clients, carers, and other professional networks

**5. Organisational Skills:**

- Proven ability to prioritise workloads and conflicting tasks and manage deadlines
- Excellent time management and problem-solving skills to manage conflicting tasks in a timely manner
- Ability to work independently, whilst taking direction from BCH leadership team

**6. Alignment with BCH values:**

- Ability to align with the BCH values in all areas of work

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**Conditions of  
Employment and  
other relevant  
information**

- The successful applicant will be required to maintain a current driver's licence.
  - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
  - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
  - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
  - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
  - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
  - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
  - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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