

POSITION DESCRIPTION **TEMPLATE**



POSITION TITLE	Bilingual Mental Health Worker – Cantonese speaking
STAFFLINK POSITION NO.	TBC new position
COST CENTRE	260695
CLASSIFICATION	Health professional L3 (OT/SW) /clinical Nurse Specialist /Clinical Psychologist
AWARD	NSW Health Services Professionals (State) award, Public Health Systems Nurses and Midwives (State) Award Health and Community Employees Psychologists (State) award
REGISTRATION/LICENCE REQUIREMENTS	Registration with AHPRA (OT/Nursing/Psychologist)
VACCINATION CATEGORY	Category A
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	Perinatal and Infant Mental Health Coordinator/SAFESTART CL
RESPONSIBLE FOR	Nil
PRIMARY PURPOSE OF THE ROLE	<p>The Nurturing Connections: Caregiver-Child Relationship Service aims to improve outcomes for children and families through evidence-based assessment and intervention for caregivers and their infants and young children. The team will work with caregivers who are pregnant or caring for a child up to age 4. The focus of intervention is on improving responsive caregiver-child relationships and the quality of family relationships; increasing strength, skills and competencies of caregivers and their children and improving caregiver capacity to manage mental health and psychosocial stressors.</p> <p>Norther Sydney Local Health District supports many families from Culturally and Linguistically Diverse (CALD) backgrounds. Families from CALD, migrant and refugee backgrounds may face additional challenges in interacting with health and social care systems.</p> <p>The Bilingual Mental Health Professional provides culturally competent mental health services to people from CALD backgrounds accessing the Nurturing Connections Service. The position will provide comprehensive culturally sensitive assessment and quality clinical intervention, facilitation of access to appropriate general health clinical services, mental health education and promotion across the lifespan. The position will provide specialist advice to other NC clinicians and the wider health service ensuring culturally responsive interventions. This position does not replace the use of interpreters.</p> <p>The Multicultural Mental Health Clinician position will work within a multidisciplinary team to support parents/caregivers experiencing</p>

	<p>complex, moderate to severe mental health challenges and other parental stressors (e.g. substance use, DV, trauma, etc) where there are impacts on the parent/caregivers<u>caregiver's</u> ability to establish an early attachment relationship with their infant/child (0-4 years).</p> <p>The clinician will use high levels of clinical expertise and extensive specialised knowledge to support families engaged in the service.</p> <p>They will plan, coordinate, and implement high quality mental health care one-on-one with parents/caregivers/children, as well as support and work with whole families, facilitate therapeutic group programs.</p> <p>This role will include consulting across the NSLHD (mental health, maternity, child and family health services, drug and alcohol) and with other Government and Non-Government agencies and work in partnership with other services to best support the families accessing the service.</p> <p>The role can also include provision of supervision, leadership of quality improvement initiatives, leadership in evaluation and reporting on services, development of service improvements, development of education tools and the teaching of other health care colleagues, and students on clinical placement.</p>
<p>KEY ACCOUNTABILITIES <i>(Maximum of 8)</i></p>	<p>Key Accountabilities cannot exceed 3200 characters total</p> <p>Clinical Service Provision</p> <ul style="list-style-type: none"> • Provision of culturally responsive psychosocial assessments and clinical formulation for families, parents/caregivers and their children 0 – 5 years • Provision of culture specific mental health information, where appropriate to Nurturing Connections service to understand cultural considerations in mental health carer and parenting supports. • Utilise bilingual language skills to support the delivery of culturally responsive mental health services and clinical outcomes. • Provision of culturally congruent care, treatment and discharge recommendations • Ensure provision of care which is collaborative, strengths based, and family focussed and addresses mental health and psychosocial factors. Assessment and intervention will utilise knowledge and understanding of attachment theory; trauma informed care; infant development; the impact of mental health problems on parenting; parent-infant relationship and culturally sensitive practice. • Demonstrate advanced clinical reasoning and exercise independent professional judgement skills to enhance the service's ability to manage complex consumers and families. • Advocate for consumers and families; communicate effectively in a culturally sensitive manner, including in language as appropriate. • Complete comprehensive clinical documentation and data collection.

	<p>Consultation/collaboration and clinical leadership</p> <ul style="list-style-type: none"> • Provide in-depth specialist advice/support to professionals within the multi-disciplinary team and act in a consultative role across the site/service and across the LHD to ensure delivery of culturally appropriate & high-quality care. • Ensure appropriate utilisation of health care interpreters (Health Care Interpreter Service HCIS) and referral, consultation and liaison with state tertiary services to ensure best quality services are accessed and provided to CALD consumers. • Establish links and collaborate with mainstream CALD community service providers and develop and maintain strong working partnerships between health services to facilitate access and engagement with mental health services. • Undertakes liaison with relevant internal and external stakeholders to encourage cooperation in the provision of services for consumers and to reach consumer/family goals. <p>Service development and evaluation</p> <ul style="list-style-type: none"> • Participate in strategic and operational planning of service provision planning, including development of/compliance with policies, procedures, and clinical practice related to the NC Service. • Participate in the reporting and evaluation of the service. • Provide specialist advice regarding service development and evaluation as pertaining to families with CALD backgrounds. <p>Clinical improvement and research</p> <ul style="list-style-type: none"> • Identify opportunities for improvement in service delivery, develop and participate in collaborative research and quality improvement initiatives to enhance care for identified families. • Demonstrate a strong interest in knowledge and promote evidence-based practice relevant to the service. • Participate in internal and external evaluation processes <p>Education</p> <ul style="list-style-type: none"> • Development and delivery of culturally meaningful mental health education for clients, carers and families; and providing culturally responsive prevention and early intervention education sessions for CALD communities accessing the service. • Contribute to wider formal and informal education of staff within and outside the NC service with regards to specific needs of CALD communities accessing the service.
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	<p>Quality and Safety</p> <ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities according. • Act as an effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with stakeholders. • Maintain responsibility for personal/professional development by participating in evidence- based education and performance appraisals to continuously improve the level of service provided to consumers. • Take reasonable care that actions do not adversely affect the health and safety of others, comply with reasonable instructions, policies/procedures relating to health and safety in the workplace; notify hazards/risks or incidents. • Maintain up to date knowledge, skills and practice within the risk management, safety, quality frameworks applicable to NSLHD, to ensure health and safety of staff/patients/visitors. • Promotes and role models a culture of safety and wellbeing for staff and consumers. 	
<p>KEY CHALLENGES <i>(Maximum of 3)</i></p>	<p>Establishing a new role and program initiative including work to establish respectful, collaborative, and positive relations with Mental Health services and other perinatal and child focussed services, consumers, families/ carers and other key stakeholders. Ensuring continuing professional development of self, and education of NC team and wider services</p> <p>Managing a busy workload with limited resources, competing demands and high-volume workload, including working across a range of physical locations requiring the ability to prioritise and organise tasks to ensure optimal outcomes. Working with a specialist client group requiring high level clinical judgement, theoretical knowledge and decisions based on current evidence while recognising the competing demands of adult and infant/child. Determining and recommending appropriate courses of action and interventions for parents with a prevention and early intervention focus for both the parent and infant which are culturally sensitive and responsive.</p> <p>Working with adults and infants/children (0-5 years) experiencing physical, psychological, and emotional distress Maintaining professional boundaries and personal wellbeing while responding appropriately to consumer expectations.</p>	
<p>KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i></p>	<p>WHO</p>	<p>WHY</p>
	<p>Perinatal and Infant Mental Health</p>	<p>Line management for the team</p>

	Coordinator; CYMS Nurse Manager	
	Mental Health Inpatient and Community Teams, including PIMHS	Collaboration for care of consumers and families
	LHD, Maternity, neonatal and Women's Health Network, Child Youth and Family Services and paediatric Services	Collaboration for care of consumers and families

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	Non-Government Organisation Partners	Collaborative care for consumers and families.
	Transcultural Mental Health Service	Collaboration to ensure ongoing culturally sensitive practice for all consumers
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Tertiary qualification in a clinical health field, such as Psychology, Social Work, Nursing, and Occupational Therapy. The Clinical Psychologist will be fully registered and hold a Masters Master's degree or higher; The registered nurse requires relevant post-registration qualifications and at least 3 years' experience working in the clinical area of their specified post-graduate qualification, or such other qualifications or equivalent experience deemed appropriate, or such other qualifications or experience deemed appropriate by the public hospital or public health organisation and the Allied Health Professional will hold a relevant Bachelor's degree and registration with a minimum extensive experience at Level 2.	
	Substantial clinical experience in a mental health settings and demonstrated experience using bilingual skills in health setting. Demonstrated understanding of mental health experiences related to families from CALD, migrant and refugee populations.	
	Demonstrated ability to engage and communicate with people from diverse CALD backgrounds and with service providers across various NSW Health settings	
	Demonstrated ability to provide high level clinical advice, and consultation within and external to the organisation and experience in the development of education programs related to working with CALD populations.	
	Highly competent computer skills utilising varied software programs and information systems with proven ability to utilise quality improvement strategies and service evaluation processes to effect changes in clinical practice.	
	Proven excellent written, oral, and interpersonal skills including the ability to consult and liaise effectively with a diverse range of people and work within a multidisciplinary team. Ability to communicate effectively in both English and Cantonese	
	Current unrestricted NSW drivers' licence and willingness to travel across the LHD	

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis
 Occasional: activity exists up to 1/3 of the time when performing the job
 Frequent: activity exists between 1/3 and 2/3 of the time when performing the job
 Constant: activity exists for more than 2/3 or the time when performing the job
 Repetitive: activity involved repetitive movements
 Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Constant
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Occasional
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Occasional
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not applicable
Driving - Operating any motor powered vehicle	Occasional

Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Infrequent
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Frequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Frequent
Unpredictable People – eg dementia, mental illness, head injuries	Frequent
Restraining - involvement in physical containment of patients / clients	Infrequent
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Occasional
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Not applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not applicable
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Infrequent