



## CLINICIAN

### DUTY STATEMENT

<b>Job Title:</b>	Clinician
<b>APS Level:</b>	APS Level 6
<b>Branch</b>	Open Arms – Veterans & Families Counselling
<b>Section:</b>	Client Assist Contact Centre
<b>Location:</b>	Brisbane QLD
<b>Immediate Supervisor:</b>	Assistant Director, Clinical Operations

### DUTIES

The Clinician will be part of the Client Assist Contact Centre in Open Arms National Operations. Client Assist Contact Centre is responsible for supporting Open Arms service provision around the country.

The Clinician provides intake assessment and triage services, clinical mental health support, crisis case management and service quality assurance within the Client Assist Contact Centre for National Operations and on behalf of the Open Arms regional offices. The Clinician should have extensive experience in triaging and coordination of telephone based clinical intake services including complex and potentially high-risk clients.

#### Typical duties of the Clinician will include:

- Triage and coordinating intakes and referral of clients to the regions for allocation to services. This will include referrals of individuals, couples, families and complex and potentially high-risk cases escalated to Open Arms via a number of referral pathways.
- Provision of high quality clinical mental health services including assessment and referral, evidence based phone counselling, and crisis case management to eligible Open Arms clients.
- Provision of specialised counselling intervention tools and models dependent on client needs and ensuring work is carried out to a high standard of professionalism, efficiency and effectiveness.

- Ensuring effective and efficient intake for clients requesting Open Arms counselling, group and/or case management services.
- Ensuring escalated cases are identified and promptly triaged.
- Ensuring risk assessment and safety planning is completed during intake calls and appropriate follow up action taken.
- Excellent IT skills and extensive experience and proficiency utilising Government IT Systems and the Microsoft Office Suite.
- Liaison with internal and external stakeholders in relation to follow-up actions in coordinating care for cases identified at intake as required.
- Provide brief telephone intervention to clients in distress who may require immediate clinical support.
- Ensuring that cases identified as complex or high-risk are referred to the Assistant Directors for follow-up and referral to the Open Arms regions, where relevant.
- Appropriate record-keeping and documentation regarding management of intakes identified risk cases.
- Ensuring compliance with Open Arms clinical practice policy, including the mandated use of specific clinical forms/templates (e.g., Intake Document, Risk Assessment and Management Plan documentation).
- Provision of high level clinical guidance and advice.
- Assisting in the development of Client Assist Contact Centre policy and procedures where relevant.
- Supporting the ongoing range of quality improvement approaches within Open Arms.
- The flexibility to work shifts 24 hours a day, 7 days a week.
- Other duties as determined by the Client Assist Leadership Team.

### MANDATORY QUALIFICATIONS

- Qualifications must be that of a health or allied health professional registered with the Australian Health Practitioners Registration Agency (AHPRA) or a social worker accredited with the Australian Association of Social Workers (AASW).
- Strong preference is for health and allied health professionals with substantial mental health experience.

- Working with Children (WWC) and/or Vulnerable People Checks/Clearance must be obtained prior to commencement.
- Extensive experience in complex mental health clinical service delivery, including intake, triage and risk assessment.

### DESIRABLE SKILLS AND EXPERIENCE

- Community or Defence mental health team experience.

### HOW TO APPLY

Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.

We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.

To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.