



**The Royal
Melbourne
Hospital**

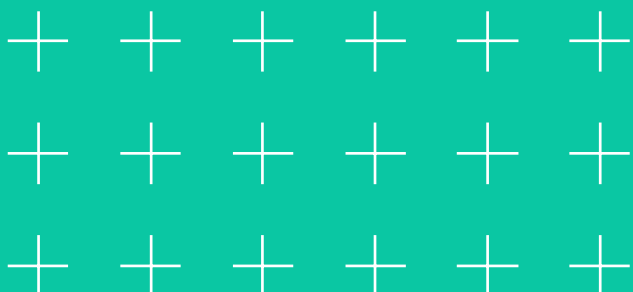
Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**

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**Mental Health Services -
Triage**



Position Description

Senior Triage Clinician

RPN4, SW3, OT3, P3



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Senior Triage Clinicians are expected to be able to work autonomously as well as having the ability to work collaboratively within RMH, Northern and Western Health, to ensure an effective, evidence-based, seamless and continuous service. This is a shift work role (24/7 roster), providing peer support where required, initiating and leading continuous improvement projects/activities and providing professional development or educational sessions to stakeholders.

Day to day, Senior Triage Clinicians, as well as completing mental health assessments and managing referrals, share the responsibility of shift coordination (allocation of clinical and operational tasks). They are also the first line support after hours for operational and clinical matters on shift and are responsible for escalation of clinical and operational matters to leadership team. In the absence of Manager or Team Leader, Senior Clinicians facilitate safety huddles and clinical handovers.

For the purpose of continuous improvement, Triage is constantly reviewed and subject to future direction from the Victorian Department of Health and recommendation of the Royal Commission relating to mental health services in Victoria. Triage Clinicians will be expected to comply with any future developments suggested from RMH.

KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Compliance of clinical governance, legislative and documentation requirements (e.g. Clinical Review discussions, completion of relevant documentation compliant with requirement of the Mental Health and Wellbeing Act 2022).
- Accept accountability to ensure that all clinical information is documented and stored in compliance with the Victorian Health Records Act 2001
- Work within the framework of Mental Health Triage Guidelines as defined by Vic Department of Health
- Work within the framework of the Australian Charter of Health Care Rights and Responsibilities
- Work within the framework of all related RMH and Triage specific guidelines and policies.
- Work within the framework of other relevant RMH and Health Department issues guidelines and policies

KEY RELATIONSHIPS

Internal

External



- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

/ /

Date

