

# Role Description

## Mental Health Clinician



|                           |  |
|---------------------------|--|
| Cluster                   | Stronger Communities   |
| Agency                    | NSW Police Force   |
| Command/Business Unit     | People and Capability Command, Workforce Safety                  |
| Location                  | Various  |
| Classification/Grade/Band | Clerk 9/10   |
| ANZSCO Code               | 272114   |
| PCAT Code                 | 1119192  |
| NSWPF Role Number         | RD 909   |
| Date of Approval          | 23/08/2022   |
| Agency Website            | <a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a> |

### Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 17,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

## Primary purpose of the role

The Mental Health Clinicians role is to enhance employee wellbeing and manage the risk of psychological harm through the provision of mental health and organisational consultancy and counselling services to employees, supervisors and managers. The role provides support in the implementation of relevant policies and procedures; the facilitation and delivery of training programs and proactive and preventative interventions including advice to Commanders on the effectiveness of their Regions implementation of programs and systems to manage psychosocial risks.

## Key accountabilities

- Provide psychological services to staff through the provision of confidential post-incident support and crisis intervention, short term solution-focused counselling and referral arrangements in accordance with current evidence-based practice.
- Conduct confidential and periodic wellbeing checks with staff which build on individual strengths and reduce any current risks.
- Provide professional advice and support to managers to assist them to support staff with mental health issues and/or psychological injuries which may require the development of case management plans.
- Establish networks with local Peer Support Officers and Chaplains to support them in their roles.
- Ensure appropriate administrative functions are undertaken including confidential record keeping, data collection in keeping with relevant professional responsibilities and legislative requirements.
- Undertake workforce engagement via regular station walkthroughs, attendance at events and delivery of mental health policy and education programs.
- Build relationships at all levels to positively influence the reduction of stigma around mental illness and encourage help seeking behaviour.

## Key challenges

- Provide services directly to Region and Command employees, Supervisor's, Human Resource Officers, Injury Management Advisors, WHS Co-ordinators, Chaplains, Peer Support Officers, Workforce Safety Staff and Regional Management Team, to proactively identify risks and reactively respond to and co-ordinate support services when required.
- Undertake assessment and provide education and short-term solution focused support to individuals with the aim of connecting distressed employees to internal and external services while maintaining them at work.
- Maintain employee confidentiality, trust and accessibility, whilst exercising judgement when providing advice, coaching and education on support for employees and recognising any potential individual or organisational impact or consequences.

## Key relationships

| Who              | Why   |
|------------------|---|
| <b>Internal*</b> |   |
| Manager          | <ul style="list-style-type: none"><li>• Receive guidance and provide regular updates on key projects, issues, priorities, and business objectives</li><li>• Provide advice, discuss future direction, and contribute to decision making</li><li>• Identify emerging issues/risks and their implications and propose solutions</li><li>• Escalate sensitive issues</li></ul> |

| Who  | Why   |
|--|---|
| Regional and Command Management<br>Peer Support Officers/Chaplains | <ul style="list-style-type: none"> <li>Provide advice, discuss future direction, and contribute to decision making</li> <li>Identify emerging issues/risks and their implications and propose solutions</li> <li>Escalate sensitive issues</li> </ul>             |
| Clients / Customers  | <ul style="list-style-type: none"> <li>Provide assistance and support</li> <li>Assess and refer for counselling and support</li> </ul>  |
| <b>External</b>  |   |
| Stakeholder / Treating Providers                                   | <ul style="list-style-type: none"> <li>Establish strong referral networks in the community to ensure a high standard of service for NSWPF members</li> <li>Collaborate with external treatment providers to achieve optimal outcomes for NSWPF members</li> </ul> |

## Role dimensions

### Decision making

This role has autonomy to make decisions regarding the prioritisation of daily taskings and provides advice in line with relevant legislation, policies, and procedures. This role works independently and provides support and guidance to employees, Peer Support Officers, Chaplains, Workforce Safety staff, Regional Management Team as well as commanders / managers.

### Reporting line

- Manager – Mental Health Support – Clerk 11/12

### Direct reports

- Nil

### Budget/Expenditure

- Nil

## Key knowledge and experience

- Working knowledge of evidenced based treatment for psychological injuries
- Experience in management of people with psychological illness/injuries
- Understanding of the interplay between organisational culture, dynamics and staff

## Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Relevant tertiary qualifications in psychology/ social work or a mental health related field and demonstrated industry experience as a Mental Health Practitioner in the coordination of psychological services to employees.
- Current NSW Driver's Licence (clear driving record 6 months)

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

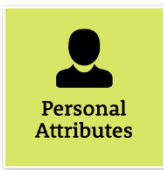
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities


*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.


**FOCUS CAPABILITIES**

| Capability group/sets  | Capability name  | Behavioural indicators   | Level |
|--|--|--|-------|
|  <p>Personal Attributes</p> | <p><b>Act with Integrity</b><br/>Be ethical and professional, and uphold and promote the public sector values</p>                                      | <ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>   | Adept |
|  | <p><b>Manage Self</b><br/>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>                                       | <ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>  | Adept |
|  | <p><b>Value Diversity and Inclusion</b><br/>Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives</p> | <ul style="list-style-type: none"> <li>• Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders</li> <li>• Demonstrate cultural sensitivity, and engage with and integrate the views of others</li> <li>• Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences</li> <li>• Recognise and adapt to individual abilities, differences and working styles</li> <li>• Support initiatives that create a safe and equitable workplace and culture in which differences are valued</li> <li>• Recognise and manage bias in interactions and decision making</li> </ul> | Adept |

**FOCUS CAPABILITIES**

| Capability group/sets   | Capability name   | Behavioural indicators   | Level |
|---|---|--|-------|
|  | <p><b>Communicate Effectively</b><br/>Communicate clearly, actively listen to others, and respond with understanding and respect</p>    | <ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>  | Adept |
|   | <p><b>Commit to Customer Service</b><br/>Provide customer-focused services in line with public sector and organisational objectives</p> | <ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer’s point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>                                      | Adept |
|   | <p><b>Influence and Negotiate</b><br/>Gain consensus and commitment from others, and resolve issues and conflicts</p>                   | <ul style="list-style-type: none"> <li>• Negotiate from an informed and credible position</li> <li>• Lead and facilitate productive discussions with staff and stakeholders</li> <li>• Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>• Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>• Influence others with a fair and considered approach and sound arguments</li> <li>• Show sensitivity and understanding in resolving conflicts and differences</li> <li>• Manage challenging relationships with internal and external stakeholders</li> <li>• Anticipate and minimise conflict</li> </ul> | Adept |





**FOCUS CAPABILITIES**

| Capability group/sets  | Capability name   | Behavioural indicators   | Level |
|--|---|--|-------|
| <br>Results | <b>Think and Solve Problems</b><br>Think, analyse and consider the broader context to develop practical solutions | <ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul> | Adept |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES   |                                     |  |              |
|--|-------------------------------------|--|--------------|
| Capability group/sets  | Capability name                     | Description  | Level        |
| <br>Personal Attributes | Display Resilience and Courage      | Be open and honest, prepared to express your views, and willing to accept and commit to change     | Adept        |
| <br>Relationships       | Work Collaboratively                | Collaborate with others and value their contribution   | Advanced     |
| <br>Results           | Deliver Results                     | Achieve results through the efficient use of resources and a commitment to quality outcomes        | Intermediate |
|  | Plan and Prioritise                 | Plan to achieve priority outcomes and respond flexibly to changing circumstances                   | Adept        |
|  | Demonstrate Accountability          | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines     | Adept        |
| <br>Business Enablers | Finance                             | Understand and apply financial processes to achieve value for money and minimise financial risk    | Intermediate |
|  | Technology                          | Understand and use available technologies to maximise efficiencies and effectiveness               | Intermediate |
|  | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
|  | Project Management                  | Understand and apply effective planning, coordination and control methods                          | Intermediate |



Version Control

| Version | Summary of Changes   | Date       |
|---------|--|------------|
| V1.0    | New Role Description created for new role  | 06.06.2022 |
| V1.0    | Delete from title Field/Specialist, Delete 1 Key accountability and minor amendments to report line/key challenges | 06.06.2023 |

Roles attached

| Position Number | Region | Position Number | Region | Position Number | Region | Position Number | Region |
|-----------------|--------|-----------------|--------|-----------------|--------|-----------------|--------|
| 51298067        | PCC    | 51298068        | PCC    | 51298069        | PCC    | 51298070        | PCC    |
| 51298071        | PCC    | 51298072        | PCC    | 51298073        | PCC    | 51298074        | PCC    |
| 51298075        | PCC    | 51298076        | PCC    | 51298077        | PCC    | 51298078        | PCC    |
| 51298079        | PCC    |                 |        |                 |        |                 |        |