



Department of Health Services



JOB DESCRIPTION

JOB TITLE: Coordinator, Mental Health Services

DIVISION	DEPARTMENT	SECTION	UNIT
	Primary Health Care Unit/ Acute Psychiatric Unit	Mental Health	
GEOGRAPHIC LOCATION		TITLE OF IMMEDIATE SUPERVISOR	
Health Facilities		Director of Nursing Services	

1. MANDATE

Manage and coordinate the Psychiatric/Mental Health Services to ensure that quality care is provided to patients/clients and established objectives are achieved, and assess patients/clients, formulate diagnosis, plan, implement and evaluate care.

2. KEY FUNCTIONS

1. Plan and coordinate Psychiatric/Mental Health Services in accordance with the Mental Health Act and Regulations and ensure the development, dissemination and implementation of policies, procedures, standards and programmes.
2. Manage, supervise, monitor and evaluate the operations of the Psychiatric/Mental Health Services section and ensure that individualized patient/client care is of a high standard.
3. Assess patients/clients, formulate diagnosis, plan, implement and evaluate care.
4. Provide professional advice to public and private sector health professionals, Ministry of Health and relevant Health Authority departments and guidance and counselling to patients/clients and families.
5. Identify manpower and resource needs and monitor and evaluate staff performance.

3. KEY DUTIES

1. Participate in the development and/or revision to the philosophy, objectives and policies for Psychiatric/Mental Health Services and provide leadership for the interpretation and implementation.

3. KEY DUTIES (CONT'D)

2. Ensure the development of quality assurance policies, procedures and standards and that these are disseminated, implemented and maintained.
3. Plan, coordinate and supervise all activities of the Mental Health Section/Unit to ensure smooth functioning and maintenance of high quality patient/client care.
4. Assess patients/clients, formulate diagnosis, plan, implement and evaluate care.
5. Collaborate with the attending physician and or Psychiatrist on the appropriate treatment for clients and ensure that prescribed medications are given as ordered.
6. Plan and conduct home visits and assess the client, family and home environment and provide counseling for immediate family and relatives.
7. Develop in conjunction with patient/client a system to document their holistic care.
8. Conduct patient care conferences.
9. Ensure and maintain accurate recording, reporting and documentation of patient/client care in accordance with established standards.
10. Collaborate with police officers to ensure that aggressive clients are hospitalized or taken into custodial care.
11. Produce reports on clients for the Magistrate in the absence of a Psychiatrist.
12. Collaborate with members of the health team in Primary and Secondary Health Care Departments, other Health Authority departments, health agencies and community groups on mental health matters, to coordinate work activities and to facilitate the provision of continued patient/client care.
13. Collaborate with Magistrate on the admission of mental health patients/clients to HM Prison and monitor care while in remand.
14. Collaborate and consult with Medical Officers and other relevant health personnel locally and overseas regarding the arrangements for the transfer of patients overseas.
15. Ensure that patient/client basic human rights are not violated.
16. Ensure that staff adhere and update policies, procedures and protocols of the Unit.
17. Liaise with regional and international health agencies, institutions and health personnel on programmes, admissions and other interventions.
18. Liaise with the Director of Nursing Services on the required skill mix of nursing personnel and adequate manpower levels to meet the needs of patients/clients and to achieve established objectives.

3. KEY DUTIES (CONT'D)

19. Provide professional counseling for individuals and groups.
20. Provide technical advice, guidance and counseling to staff and other caregivers.
21. Assess the performance and developmental needs of staff on an ongoing basis.
22. Prepare operational, informational and statistical reports on Mental Health Services and programmes quarterly, annually and as required by the Department of Health Services.
23. Participate in the preparation of annual estimates of expenditure and identify and ensure the procurement of equipment and supplies necessary for the provision of quality care.
24. Ensure that staff are knowledgeable of the written Hospital Disaster Preparedness Plan and their role in the event of any disaster.
25. Carry out surveys and research on mental health related areas to enhance and promote quality patient/client care.
26. Design, manage and implement public awareness campaigns, promotions and the distribution of information as necessary in conjunction with other stakeholders, service providers and the media.
27. Review and investigate reports of complaints, incidents and accidents, initiate and ensure that appropriate corrective action is taken.
28. Perform other related duties as required by the job function.

4. PERSONAL QUALIFICATIONS

The incumbent must possess well developed theoretical and practical knowledge and skills in general nursing and psychiatric/mental health nursing, skills of work methods, information technology, analytical and diagnostic ability, effective research and investigative skills and interpretative judgment as well as an understanding of the economic, social and cultural characteristics of the society. Additionally the incumbent must possess excellent problem solving skills, interpersonal and communicative skills, human resource management ability, exceptional integrity, exemplary character, be discreet, the ability to work in a team, to gain the confidence, trust and respect of the general public and to maintain strict confidentiality.

These knowledges and skills are obtained in the process of the acquisition of a Bachelors Degree in Nursing, Diploma in Psychiatric Mental Health Nursing and a Certificate/Diploma in nursing management and at least five (5) years post qualification experience.

This document is intended to reflect those factors considered necessary to describe the principal functions of your job and should not be construed as a detailed description of all work requirements that may be inherent in the job.

September 2008