

## Who are the members of the Mental Health Care team?

### Administrative Officers (AO)

As the primary contact on the ward/community clinic, the Administrative Officer assists and directs visitors by accessing mental health consumer information and provides an effective and courteous front counter service. The Administrative Officer responds to general reception enquiries on the ward/community clinic by answering all incoming telephone calls and ensuring accurate transfer of messages and information to support mental health consumers and staff, and undertakes other administrative tasks that support the clinical team.

### Allied Health professionals

- Occupational Therapist (OT) – A person who has completed specialist training in how a person is able to use their personal strengths and their environment to enable them to live independently and provide therapy through creative or functional activities that promote recovery and rehabilitation
- Psychologist - A person who has completed an approved University degree plus either specific supervision or completion of a post-graduate qualification, who works to apply psychological principles to the assessment, diagnosis, prevention, reduction and rehabilitation of mental distress, disability, dysfunctional behaviour, and to improve mental and physical well-being. Psychologists can provide individual and group psychological therapies
- Social Worker – A person with specialised training in individual and community work, group therapies, family and case work, advocacy and the social consequences of disadvantage and disability, including mental disorders. They can provide psychosocial treatments for mental disorders

### Carer Consultant

A carer or family member of a person with mental illness employed by the health service to support other carers, family and significant others and advocate on their behalf. Carer consultants also work with other mental health staff to encourage them to effectively partner with carers and families.

### Case Manager / Care Coordinator

A mental health clinician assigned to coordinate and deliver services to meet a consumer's identified needs and goals. These clinicians have specialist mental health skills and knowledge and can be a psychologist, social worker, occupational therapist or nurse.

### Peer Support Worker

Provide support from a lived experience perspective and offer interaction, companionship, hope, encouragement and peer support for consumers within acute mental health inpatient units or community care units.

### Consumer Consultant

Provides a consumer perspective to the service and advocates for a recovery orientated mental health service that respects the dignity and rights of consumers. The role also provides strategic advice and leadership around consumer participation. The position supervises the consumer workers (companions) within the Mental Health & Specialised Service.

## Doctors

- Consultant Psychiatrist – A medical doctor who specialised in psychiatry. Psychiatry is a branch of medicine that is involved in the study, treatment and prevention of mental illness and the promotion of mental health.
- Registrar – A registered medical doctor completing specialist training to be a psychiatrist.
- Medical student – advanced student doctors completing their clinical training who may be part of the treatment team.

## Nurses

- Nurse Unit Manager (NUM) – The person in charge of the inpatient unit, who is responsible for staffing, financial and operational management of the unit
- Clinical Nurse consultant (CNC) – A senior nurse with extensive expertise in mental health nursing and expert clinical skills and knowledge, who holds a specialist Mental Health qualification
- Clinical Nurse – A senior nurse with advanced mental health nursing skills and specialist qualifications in mental health who in the inpatient unit will be the nurse in charge of a shift or who may work as a case manager in the community
- Registered Nurse – A qualified registered nurse. Registered nurses working in mental health services are especially trained to provide promotion, maintenance and restoration of mental health. Nurses can administer medications but cannot prescribe them
- Enrolled Nurse (Endorsed) – An enrolled nurse endorsed to give medication
- Enrolled Nurse - A nurse who can provide a range of nursing activities under the direction and supervision of a Registered nurse and who is responsible and accountable for providing delegated nursing care.

## Patient Liaison Coordinator

Employed by Sunshine Coast Health (external to the Mental Health & Specialised Service), to provide an impartial, confidential service to discuss complaints and compliments and assist in the resolution of concerns and issues.

## Patient Safety Officer

Provide assistance to the wards to investigate serious clinical incidents involving consumers. Involved in improvement and learning from clinical incidents and staff education.

## Service Director

The Service Director is responsible to the Chief Executive for all of the inpatient and outpatient services of the public Sunshine Coast Mental Health & Specialised Service.

## Team Leader

A health practitioner who operationally manages a mental health community team: E.g. Continuing Care Team.