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## Health Workforce

Integrated *health workforces* involved internal multidisciplinary workforce of providers working together who are trained and skilled in different professions and partnerships with external organisations, such as other mental health services, primary care, alcohol and other drug services, research entities and other sectors like education or justice. We have noted barriers to establishing this kind of workforce include limited staff capacity, staff turnover, and limited understanding of the roles and culture beyond a clinician's services. While these barriers are closely connected to **Information systems, communication, products and technology** and **Service delivery**, we provide guidance below on ways to overcome challenges to workforce issues. Please use **3b Checklist** to guide you through possible action items described below.

## Practitioner training

Working in an integrated model is different for many practitioners. Developing a plan to build capability in the necessary skills can support professional development. Training together can help build cohesion and support teambuilding. Think about the skills your staff and their line managers will need to work effectively in an integrated model. Some likely examples are listed below:

- Adaptive and flexible practice
- Effective communication
- Relationship building and managing
- Person centred care

## In-depth appreciation of roles and culture.

An important component of integration is understanding the roles and culture of external clinicians and teams. This appreciation of other services and their place within the youth mental health landscape can be aided by the service mapping component of the toolkit ([link to service mapping](#)). Other ways of supporting better appreciation of other services include identifying opportunities for colocation and inviting other services to present their service model and ways of working to your team is a helpful step to increasing awareness of the service landscape in your area.



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## Useful links

Integrated care training resources

[NSW Health Integrated Care capability development](#)

[International Foundation for Integrated Care Online Learning: Certificate in Integrated Care](#)

Orygen guidelines and resources for implementing peer workers

<https://www.orygen.org.au/Training/Resources/Peer-work>

## Health Workforce Checklist

Please use this checklist as a guide for possible action items towards improving integration for **Health Workforce**. You can write anything you like in the 'Extra Notes' section.

Item	Completed? (Y/N)	Extra Notes
1. Have we developed a process for assessing the current and ongoing skills of teams (new and existing staff)?		
a. Have we developed a plan to build capability in necessary skills?		
b. Have we considered the available resources for training and skills development?		
c. Have we allocated time for training and skills development for teams within working days?		
2. Have we identified opportunities for co-location?		
3. Have we invited other services to present their service model and ways of working to our team?		



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4. Have we presented our service model and ways of working to other teams?		
5. Have we documented the following attributes about other services and ensure staff understand them ( <i>Note: The service mapping excel template may be helpful for this</i> ): a. Core purpose and business model b. Way of working c. Key contacts/point of contact d. Roles and responsibilities of staff e. Values		