Government of South Australia
SA Health

# ROLE DESCRIPTION

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| **Role Title:** | Nurse Consultant Capacity Manager |
| **Classification Code:** | Registered Nurse Level 3 |
| **LHN/ HN/ SAAS/ DHA:** | Northern Adelaide Local Health Network |
| **Hospital/ Service/ Cluster:** | |
| **Division:** | Surgical Specialities and Anaesthesia |
| **Department/ Section/ Unit/ Ward:** | Surgical Administration |
| **Role reports to:** | Nursing Director – level 5 |
| **Role Created/ Reviewed Date:** | November 2025 (2025/204) |
| **Criminal and Relevant History Screening:** | ☐ Aged (NPC)<br>☒ Working with Children Check (WWCC) (DHS)<br>☒ Vulnerable (NPC)<br>☐ General Probity (NPC) |
| **Immunisation Risk Category Requirements:** | ☒ Category A (direct contact with blood or body substances)<br>☐ Category B (indirect contact with blood or body substances)<br>☐ Category C (minimal patient contact) |

## ROLE CONTEXT

**Primary Objective(s) of role:**

This role is responsible for coordinating patient flow across multiple hospitals and wards, including managing intra- and inter-hospital transfers, identifying My Home Hospital candidates, and ensuring timely discharge and capacity updates. The position also involves attending key planning meetings, liaising with clinical teams and external facilities, and advocating for efficient resource use to maintain surgical and medical capacity.

Employees classified at this level provide clinical nursing expertise for specified individual patients/clients and/or groups/populations, and/or provide clinical leadership for an area of practice, and may work in a variety of clinical settings. Employees classified at this level are experts within their area and stream of practice and have a significant degree of autonomy and decision making.

Various practice models may be used to enact this role, including but not limited to:

- Primarily providing nursing care;
- Providing clinical leadership to nurses/midwives;
- Employees in this role accept accountability for their nursing practice, the outcomes of nursing practices for the specific patient/client group, the professional advice given, delegations of care made and for addressing inconsistencies between practice and policy.

**Direct Reports:**

- Nil

**Key Relationships/ Interactions:**

Internal
- Maintains close collaborative working relationships with all level 3 and level 4 Nurses.
- Maintains cooperative and productive working relationships within all members of the health care team.
- Supports and works collaboratively with less experienced members of the nursing team.

External
- Non-government organisations or other government organisations/agencies.

**Challenges associated with Role:**

Major challenges currently associated with the role include:
- Keeping professionally up to date with relevant research, technological advances and models of care.
- Working appropriately and in a culturally respectful way with patients and their families where there are multiple complexities, diverse cultural backgrounds and expectations of clients.
- Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices.
- Working collaboratively within the multidisciplinary team and across organisational Divisions/sites and promotes communication processes to enable best patient/client outcomes Major challenges currently associated with the role include:

**Delegations:**

- Nil

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**General Requirements:**

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012* (SA)
- *SA Information Privacy Principles*
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009* (SA), *Health Care Act 2008* (SA), and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- *Health Practitioner Regulation National Law (South Australia) Act 2010*
- *Mental Health Act 2009* (SA) and Regulations
- *Controlled Substances Act 1984* (SA) and Regulations
- The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- Relevant policies, procedures and standards of SA Health and the Northern Adelaide Local Health Network.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

| **White Ribbon:** |
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| SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour. |

| **Cultural Commitment:** |
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| NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. |

**Special Conditions:**

*NB Reference to legislation, policies and procedures includes any superseding versions

- Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.
- **Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.**
- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have the satisfactory Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016), the individual's WWCC* must be renewed every 5 years from the date of issue; and for "*Approved Aged Care Provider Positions*' every 3 years from the date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- For appointment in a *Prescribed Position* under the *Child Safety (Prohibited Persons Act (2016),* a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

## Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
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| Direct/indirect patient/client care | > Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that is expected at this level eg Expert clinical knowledge underpins and informs their ability to support, lead and/or provide expert clinical care to improve and optimise nursing care.<br>> Provide direct, expert clinical nursing care, select and implement different therapeutic interventions, provide individual case management to a defined population of patients/clients and evaluate progress.<br>> Contribute expert nursing assessment and advice to local clinical teams to achieve integrated nursing care within a risk management framework.<br>> Undertake the nursing care role with a significant degree of independent clinical decision making in the area of personal expertise.<br>> Be required in a multidisciplinary primary health care setting to apply nursing/midwifery expertise to assess clients, select and implement different therapeutic interventions and/or support programs and evaluate patient/client progress.<br>> Effective complex discharge planning / hospital avoidance through the provision of education, equipment, and referral |
| Professional leadership | > Provides leadership and direction, acts a role model, mentor, consultant and resource person.<br>> Lead nursing clinical practice within the professional practice framework established by the Director of Nursing and/or lead a multidisciplinary team.<br>> Contribute to the redesign of care and treatment practices. |
| Education | > Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role.<br>> Ensure mechanisms are in place to support ongoing education where work and learning are integrated.<br>> Apply and share expert clinical knowledge to improve patient/client care outcomes.<br>> Contribute clinical expertise to learning environments, which may include individual/team capability development and/or post registration clinical teaching. |
| Research | > Establishing, implementing and evaluating systems, which ensure best practice/evidence and patient/client outcomes.<br>> Applies evidenced based recommendations to improve practice and service function.<br>> Contribute to clinical practice research. |
| Support of health service systems | > Use available information systems: to inform decision making, to implement and co-ordinate processes for quality improvement, to monitor and analyse incidents and accidents, to ensure quality and safety is not compromised, to evaluate outcomes and convey information to staff.<br>> Contribute to the development of, implementation of, and monitoring of corporate policies and processes and lead in their area of expertise.<br>> Management of resources with due diligence.<br>> Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and nursing/midwifery professional practice frameworks.<br>> Identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures. |

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| | > Maintain productive working relationships and manage conflict resolution.<br>> Contribute to the development and sustainability of nursing/midwifery skills for the needs of the specific population group using systems of resource and standards promulgation.<br>> Contribute specific expertise to nursing/midwifery practice through clinical protocol and standards development |
| Capacity Management for all DSSA beds | > Facilitate intra-hospital transfers including home ward transfers, ward-to-ward transfers for safety or clinical urgency, and capacity transfers from MPH to LMH<br>> Facilitate interhospital transfers including patients from other states.<br>> Identify suitable My Home Hospital (MYHH) candidates from surgical admits in MPH/ LMH ED and ASU. Flag with the home teams.<br>> Provide bed state updates to NFM at 10:30 and 14:00 regarding discharges. NFM communicates ICU step-downs and actions.<br>> Attend Long Stay Meetings for AH escalation and patient plan progression.<br>> Advocate for appropriate referrals to CCDH and NECH and liaise with them. Includes patients requiring return due to behaviours or clinical needs<br>> Liaise between ROC and Medical Division. Attend daily 11:00 Capacity Flow Meeting with PFH via Teams. Update referral list and escalate issues<br>> Coordinate communication for Modbury ward transfers to ensure surgical capacity is created for Modbury<br>> Advocate use of the discharge lounge |

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications:

- *Registered or eligible for registration as a Nurse with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.*

### Personal Abilities/Aptitudes/Skills:

- Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation skills.
- Ability to work effectively within a multidisciplinary team.
- Ability to prioritise workload and meet set timelines.
- Demonstrated ability to foster a workplace environment that develops staff potential.
- Proven ability for flexibility, innovation and creativity with in the whole of service setting.
- Demonstrated ability in the leadership and facilitation of change management.
- Demonstrated ability in leading and promoting consumer engagement initiatives

### Experience:

- Registered Nurse with at least 3 years post registration experience.
- Demonstrated competence in the relevant area of nursing and or midwifery practice in accordance with the relevant standards.
- Experience in the supervision of students, enrolled nurses and less experienced registered nurses and or midwives.

### Knowledge:

- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- Knowledge of Australian National Safety and Quality and Safety Health Service Standards.
- Knowledge of contemporary professional nursing health care issues.

### DESIRABLE CHARACTERISTICS

### Educational/Vocational Qualifications:

- Where applicable, qualifications relevant to practice setting.
- Tertiary qualifications in nursing or human services related discipline (Graduate Diploma or Master level).

### Personal Abilities/Aptitudes/Skills:

- Skills in using computers and software relevant to the area of practice.
- Ability to analyse complex clinical data.
- Ability to undertake presentations to community and professional groups.

### Experience:

- Experience with quality improvement methodologies for clinical activities.

- Experience in evaluating the results of nursing research and integrating, where relevant, the results into nursing practice.
- Experience in clinical management and leadership roles.

### Knowledge:

- Knowledge of the South Australian Public Health System.

## Organisational Context

**SA Health**

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- Central Adelaide Local Health Network
- **Northern Adelaide Local Health Network**
- Southern Adelaide Local Health Network
- Women's and Children's Health Network
- Barossa Hills Fleurieu Local Health Network
- Eyre and Far North Local Health Network
- Flinders and Upper North Local Health Network
- Riverland Mallee Coorong Local Health Network
- Limestone Coast Local Health Network
- Yorke and Northern Local Health Network
- SA Ambulance Service

**Northern Adelaide Local Health Network**

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient–focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- Aboriginal Health Services

- Mental Health Services (including two statewide services – Forensics and Older Persons)
- Sub-acute Services

The total operating budget for 23/24 for NALHN is $1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

### NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- We are committed to the values of integrity, respect and accountability.
- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity - Acting at all times in such a way as to uphold the public trust.
- Accountability - Holding ourselves accountable for everything we do.
- Professional Conduct Standards - Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** **Role Title:**

**Signature:** **Date:**

## Role Acceptance

**Incumbent Acceptance**

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:** **Signature:**

**Date**