Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	Nurse Consultant- RAH Mental Health Triage		
Classification Code:	RN3	Position Number	
LHN / HN / SAAS / DHA:	Central Adelaide Local Health Network (CALHN)		
Site / Directorate:	RAH Emergency Team		
Division:	Mental Health Clinical Program (MHCP)		
Department / Section / Unit / Ward:	Mental Health Triage – RAH ED		
Role Reports To:	Nursing Director- East		
Role Created / Reviewed Date:	22 March 2018		
Criminal History Clearance Requirements:	☐ Aged (NPC) ☐ Working With Children's Check (WWCC) (DHS) ☐ Vulnerable (NPC) ☒ General Probity (NPC)		
Immunisation Risk Category:	☒ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☐ Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of Role:

The Nurse Consultant (NC) provides clinical nursing expertise for specified individual consumers / groups and provides clinical leadership in the assigned team / unit. Clinical leadership includes providing direct mental health care, providing clinical leadership to nurses within the team / unit and coordination and leadership of allocated projects / standards which contribute clinical expertise to improve consumer care.

Within the framework of the National Mental Health Policy and National Standards and in a manner consistent with the stated vision and values of SA Health, the Nurse under the guidance of, or with access to a Level 5 Mental Health Nurse, uses the process of nursing to deliver and oversight comprehensive mental health nursing care within a designated practice setting. The Nurse Consultant accepts accountability for the outcomes of nursing practices for the specific consumer group and for addressing inconsistencies between practice and policy. The provision of education, counselling and group work is considered essential components of care which are directed towards the attainment of optimum consumer health and recovery. This involves consultation and liaison with other professional disciplines and non-governmental organisations.

Direct Reports:

Professionally

- Accountable to the Nursing Director, MHD through the nursing structure.

Functionally

- Accountable to the Nursing Director through the Service Manager to Nurse Lead

Key Relationships / Interactions:

Internal

- Personally accountable and responsible for safe, effective nursing practice; practicing within own level of skills and maintaining a contemporary knowledge base.
- Providing direct line reports and maintaining cooperative and productive working relationships with all members of the team / unit.
- Providing clinical leadership with allocated team / unit.
- Maintaining close collaborative working relationships with all level 3 and level 4 nurses.
- Providing direct support to less experienced nurses.
- Engaging in ongoing professional development and maintenance of own clinical competence.
- Leading significant work related to achievement of standards within the MHCP.

External

- Developing and maintaining cooperative and productive working relationships with all members of the wider MHCP team, CALHN and non-governmental organisations.

Challenges Associated with Role:

Challenges associated with the role:

- Capacity to manage multiple responsibilities within the allocated team / unit and wider MHCP.
- Ability to engage others in service development related to national standards.

Delegations:

Delegated Level in accordance with CALHN's Delegation of Authority Document.

Staff supervised: Direct Indirect

Special Conditions:

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

- The incumbent may be required to directly supervise Enrolled Nurses, Graduate Nurses and newer Mental Health Nurses.
- The incumbent may be required to undertake higher duties.
- The incumbent may be required to work a Mon-Fri roster.
- The incumbent may be required to drive a government plate vehicle.
- The incumbent may be required to relieve in another area of the MHCP based on staffing and demands.
- 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 provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- *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.
- For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016),* the individual's WWCCs must be renewed every 5 years from the date of issue; and for '*Approved Aged Care Provider Positions*' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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.

General Requirements:

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

- *Work Health and Safety Act 2012* (SA) 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.
- Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive.*
- 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).
- *Information Privacy Principles Instruction.*
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009, Health Care Act 2008* 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.
- SA Health / CALHN / MHCP / SAAS OWIs and SSIs.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

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.

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:
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:
CALHN 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, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

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

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provide direct / indirect consumer care	• Provide direct, expert clinical nursing care, select and implement different therapeutic interventions, provide individual case management to a defined population of consumers and evaluate progress. • Plan and coordinate services with other disciplines or agencies in providing individual health care needs. • Undertake the nursing care role with a significant degree of independent clinical decision making. • In a multidisciplinary setting, apply nursing expertise to assess consumers, select and implement different therapeutic interventions, support programs and evaluate consumer progress. • Provide effective complex discharge planning/hospital avoidance through the provision of education, equipment and referral
Support of health service systems	• Contribute expert nursing assessment and advice to local clinical teams to achieve integrated nursing care within a risk management framework. • Contribute to the development and sustainability of nursing skills for the needs of the specific population group using systems of resource and standards promulgation. • Lead quality improvement activities that contribute to consumer safety, risk minimisation and safe work activities within the practice setting. • Contribute specific expertise to nursing / midwifery practice through clinical protocol and standards development. • Lead systems to ensure compliance with clinical standard.
Education	• Provide health promotion and education to consumers, groups and carers to improve the health outcomes of individuals. • Complete mandatory in-service programs. • Engage in regular clinical supervision. • Support nursing practice and learning experiences for nurses through direct education sessions, support of undergraduate / graduate / new nurses and orientation. • Monitor competence of nurses within allocated team/unit.
Research	• Contribute to clinical practice research.
Professional leadership	• Lead nursing clinical practice within the professional practice framework established by the Nursing Director – Clinical Practice. • Developing and maintaining a learning environment, taking a coaching approach to team development, individual capability development and performance management. • Using standards, performance data and benchmarks to analyse and improve consumer care in the practice setting consistent with current evidence based clinical care. • Contribute to the redesign of care and treatment practices.
Commitment to consumer and carer participation	• Encouraging, promoting and supporting active participation of consumers and carers in service delivery at the individual treatment planning level and wider health service governance.

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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational / Vocational Qualifications

- Registered as a Nurse with the Nursing & Midwifery Board of Australia for at least three years and holds a current practising certificate.
- Holds a qualification in mental health nursing equivalent to a Graduate Diploma in Mental Health Nursing.

Personal Abilities / Aptitudes / Skills

- Effective leadership skills.
- Ability to manage multiple demands.
- Ability to lead clinical practice change.
- Able to foster a workplace which develops staff skills.
- Demonstrated commitment to consumer and carer participation.
- Ability to use initiative and work under limited supervision.
- Ability to work collaboratively with consumers, carers, other agencies and community services.
- Ability to work in a multidisciplinary team.
- Ability to analyse, reflect and be objective.
- Demonstrated ability to plan, implement and evaluate mental health nursing care.

Experience

- At least three years post registration experience or currently classified as a CN.
- Demonstrated high level of mental health nursing practice in accordance with the appropriate standards of practice.
- High level computer literacy in the current nursing and clinical information systems e.g. CBIS, EPAS, OACIS and operational software.
- Demonstrated experience in leading clinical change processes.

Knowledge

- Knowledge and understanding of the Australian Nursing and Midwifery Council (ANMC) National Competencies for the Registered and Enrolled Nurse and Midwifes in Recommended Domains.
- Knowledge and understanding of the ANMC Code of Professional Conduct for Nurses in Australia and the Commissioner for Public Sector Employment Code of Ethics for the South Australian Public Sector.
- Knowledge and understanding of legislative responsibilities for Work Health and Safety, Workers Compensation and Rehabilitation and Equal Opportunity.
- Knowledge of contemporary mental health nursing and health care issues.
- Knowledge of community support services and referral processes.
- Knowledge of National Mental Health Strategy / Policy / Plan.
- Knowledge of National Quality Standards.
- Knowledge of the recovery framework.
- Familiarity with aspects of medication management including knowledge of relevant medications, indications, common dosages, side-affects, special precautions, drugs of abuse.
- Knowledge and understanding of relevant legislation, principles and codes of practice.
- Knowledge of equal opportunities, cultural diversity and Work, Health and Safety policies in the Government.

DESIRABLE CHARACTERISTICS

Educational / Vocational Qualifications

- Masters of Nursing or equivalent.

Personal Abilities / Aptitudes / Skills

- Ability to work within a team framework that fosters an environment that develops staff potential.
- Skills in using computers and software relevant to the area of practice.
- Ability to analyse complex data.
- Ability to undertake presentations to community and professional groups.
- Self-motivated and applies initiative to professional development requirement.

Experience

- Experience with quality improvement activities.
- Experience in evaluating the results of nursing research and integrating, where relevant the results into nursing practice.
- Experience in management and leadership roles.
- Experience in a broad range of mental health clinical settings.

Knowledge

- Knowledge of the South Australian public health system.
- Knowledge of contemporary professional nursing issues.
- Knowledge of research methodology and aspects of community orientated acre.
- Breadth and depth or knowledge base is sufficient to enable to act in RN5 role as required.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc.and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

CALHN is one of eleven Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division / Department:

The CALHN Mental Health Clinical Program (MHCP) provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals, at Glenside Health Services and at a range of community sites. Services are available for people from 16 years.

The MHCP partners with multiple government and non-government services in the co-ordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health, administration and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

Values and Behaviours

Central Adelaide Local Health Network Values:

Our values, together with our vison and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
People first	I am there for my patients and colleagues when they need me most. I put myself in my patients and colleagues' shoes to understand their needs. I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience. I respect uniqueness in my colleagues, our patients, and their families.
Ideas driven	I look and listen to ensure I fully understand the problem and find a solution. I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems. I invest in my own learning and look for opportunities to explore and introduce new ideas. I am interested in critical research and how it informs creative thinking.
Future focussed	I embrace leading practices and use them to evolve our ways of working. I lead and support change to improve patient and organisational outcomes. I am constantly on the look-out for opportunities to improve.
Community minded	I put my hand up to lead work that matters. I am accountable and focused on value. I value and champion diversity. I embrace collaboration and constructive partnerships.

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers.
Team Work:	We value each other and work as a team to provide the best care for our patients.
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services.
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice.

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.

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 CALHN as described within this document.

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