Position	Flow Coordinator
Classification	Registered Nurse/Midwife Level 3
Division	Mental Health
Department / Section / Unit / Ward	Margaret Tobin Centre
Role reports to	Operationally: > Nursing Director Professionally: > Nursing Director
CHRIS 21 Position Number M54790	**Role Created / Review Date** 01/03/2017
Criminal History Clearance Requirements ☐ Aged (NPC) ☐ Child - Prescribed (Working with Children Check) ☐ Vulnerable (NPC) ☒ General Probity (NPC)	**Immunisation Risk Category** Category A (direct contact with blood or body substances

JOB SPECIFICATION

Primary Objective(s) of role:

In the course of fulfilling the role of Flow coordinator of Southern Mental Health (SMH Flow Coordination) Level 3, uses their clinical knowledge and experience to provide corporate support services to mental health nursing practice and services in areas of bed and associated clinical management practices, accreditation related to the area of practice and risk management processes.

Employees in this role accept accountability for the outcomes of nursing management practices, for addressing inconsistencies between practice and policy; and for contributing to a safe and positive work culture in the interest of patient/client outcomes in relation to flow.

Individual employees accept accountability for their allocated portfolio of flow coordination across Southern Mental Health Inpatient, Emergency and Community.

The Management Facilitator [MF] provides management support of daily flow coordination processes and establishing systems which can function over a 24-hour period in consultation with relevant clinical and management staff.

The Management Facilitator supports effective management of resources relating to patient flow

Direct Reports: (List positions reporting directly to this position)

NIL

Key Relationships / Interactions:

Internal:

- Reports to Nursing Director Inpatient Mental Health (Level 5) for professional functions
- May be required to assume responsibilities as delegated by the Nursing Director/s across SALHN MH for specific relevant functions
- Maintains close collaborative working relationships with all level 3 and level 4 Nurses and or Midwives.
- Maintains supportive, cooperative and productive working relationships within all members of the health care team
- Supports, mentors and works collaboratively with less experienced members of the nursing and or midwifery team

External:

- Maintains relationships with non-government organisations or other government organisations

Challenges associated with Role:

Major challenges currently associated with the role include:

- Managing a team and addressing inconsistencies in between practice and polices/procedures
- Monitoring and managing unit resources and promoting a culture of due diligence
- Keeping up-to-date with professional standards of practice, implementing and monitoring evidence based care and quality and safety initiatives
- Recognising and responding to clinical deterioration or other incidents and escalating appropriately

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

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

Performance Development

As an individual it is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position.

As a Manager you, or your delegate, are required to action the Performance Review & Development Program inclusive of six (6) monthly reviews, for all employees for whom you are responsible.

General Requirements

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

- National Safety and Quality Health Care Service Standards.
- *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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993* (Cth) – 'Notification of Abuse or Neglect'.
- *Public Interest Disclosure Act 2018*.
- Disability Discrimination.
- Information Privacy Principles.
- 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.

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.

Special Conditions

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- Working with Children Clearance must be renewed every five (5) years.
- 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- 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 2008* 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.
- May be required to assume responsibilities as delegated by the Nursing Director and/or the Service Manager for specific relevant functions
- Some out of hours work may be required.
- Works Monday to Friday

Key Result Areas and Responsibilities

Key Result Areas	Major Responsibilities
Lead the team	> Ensure the delivery of high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan. > Ensure that service provision and the activities of the Division / Unit / Ward / Service are person and family centred and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Ensure the effective management of human, financial and physical assets through appropriate planning and allocation of resources to achieve agreed Division / Unit / Ward / Service and strategic plans. > Lead, develop and foster a positive work culture which is based on SA Public Sector and SALHN values and promotes patient / client focussed service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. > Budget preparation, monitoring and reporting and adherence to resources allocations.
Direct/indirect patient/client care	> Provide proficient, person centred, clinical nursing/midwifery care and/or individual case management to patients/clients in a defined clinical area; > Monitoring patient/client care plans to ensure appropriate care outcomes are achieved on a daily basis; > Oversee the provision of nursing/midwifery care within a team/unit.
Support of health service systems	> Assists and supports the Nurse/Midwife Unit Manager or equivalent in management, clinical, and education activities; > Plan and coordinate services including those from other disciplines; > Act to resolve local and/or immediate nursing/midwifery care or service delivery problems; > Support change management processes.
Education	> Participate in clinical teaching, overseeing learning experience, and goal setting for students, new staff and staff with less experience; > Assist the Nurse/Midwife Unit Manager and Nurse/Midwife Educators to maintain a learning culture by being a resource person, encouraging reflection and professional development, and assisting others to maintain portfolios/records of learning
Research	> Participate in clinical auditing, clinical trials and/or evaluative research; > Integrate advanced theoretical knowledge, evidence from a range of sources and own experience to devise and achieve agreed patient/client care outcomes; > Assist the Nurse/Midwife Unit Manager or equivalent to maintain and record monitoring and evaluative research activities in the ward/unit.
Professional leadership	> Promote continuity and consistency of care in collaboration with the Nurse/Midwife Unit Manager or equivalent of the ward/unit/service; > Provide shift by shift leadership in the provision of nursing/midwifery care within a team or unit and facilitate patient flow; > Act as a resource person within an area based on knowledge, experience and skills.

Person Specification

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Registered as a Nurse by the Nursing and Midwifery Board of Australia and who holds a current practicing certificate. Must be enrolled in an approved mental health course or hold a qualification in mental health practice.

Personal Abilities/Aptitudes/Skills

- Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.
- Effective communication, problem solving, conflict resolution and negotiation skills.
- Ability to work effectively within a multidisciplinary team.
- Ability to prioritise workload and meet set timelines, whilst working under minimal supervision.
- Ability to be creative, innovative and flexible when approaching issues within the healthcare setting.

Experience

- Registered Nurse/Midwife with at least 3 years, full time equivalent, post registration experience.
- Demonstrated competence in Mental Health nursing practice in accordance with the relevant standards
- Experience in the leadership and direction of student nurses, enrolled nurses and less experienced registered nurses.
- Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)
- Demonstrated experience in management and leadership roles
- Demonstrated ability in the analysis and interpretation of data.
- Proven experience in basic computing skills, including email and word processing

Knowledge

- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- Knowledge of Quality Improvement Systems as applied to a health care setting.
- Knowledge of contemporary professional nursing/midwifery and health care issues.
- Awareness of National Safety and Quality Health Service Standards.
- Understanding of Delegated Safety Roles and Responsibilities.
- Understanding of Work Health Safety principles and procedures.
- Understanding of Quality Management principles and procedures.
- Awareness of person and family centred care principles and consumer engagement principles and procedures.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

- **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.

Experience

- Proven experience in basic computing skills, including email and word processing.
- Experience with quality improvement activities.

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

Knowledge

- Awareness of the Charter of Health and Community Services rights.
- Knowledge of the South Australian Public Health System.

Educational/Vocational Qualifications

- Where applicable, qualifications relevant to practice setting.
- Tertiary qualifications in nursing or human services related discipline.

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.

SA Health Challenges

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

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.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

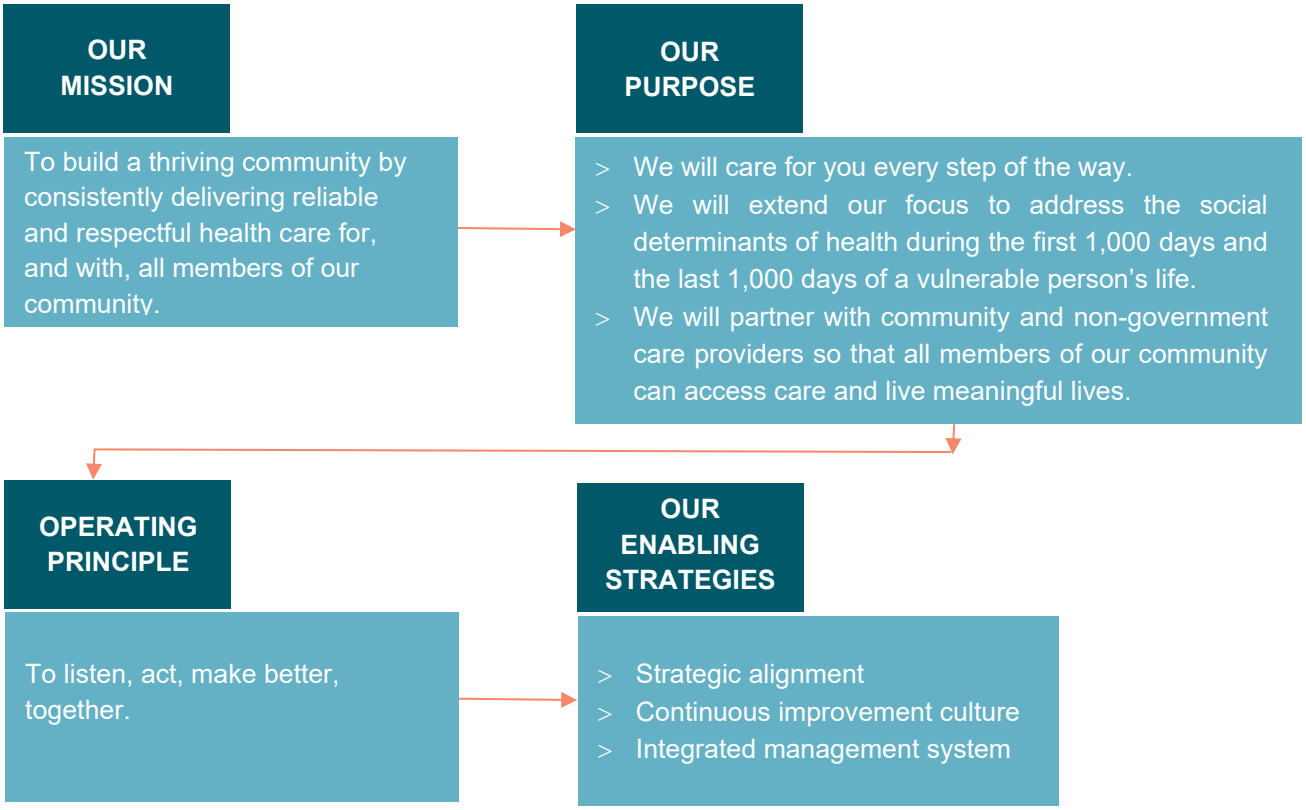
Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- Flinders Medical Centre
- Noarlunga Hospital
- GP Plus Health Care Centres and Super Clinics
- Mental Health Services
- Sub-acute services, including Repat Health Precinct
- Jamie Larcombe Centre
- Aboriginal Family Clinics



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; it sets out the **South Australian Public Sector Values** as:

> **Service** – We proudly serve the community and Government of South Australia.
> **Professionalism** – We strive for excellence.
> **Trust** – We have confidence in the ability of others.
> **Respect** – We value every individual.
> **Collaboration & engagement** – We create solutions together.
> **Honesty & integrity** – We act truthfully, consistently, and fairly.
> **Courage & tenacity** – We never give up.
> **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Acknowledgement

Role Acceptance

I have read and understand the responsibilities associated with the Associate Nurse Unit Manager in the Mental Health Division and organisational context and the values of SA Health as described within this document.

Name

Signature

Date