

ROLE DESCRIPTION

Role Title	Clinical Service Improvement Lead
Classification Code	AHP4
Position Number	P54248
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital/Service/Cluster/RSS	Mental Health (MH)
Department/Section/Unit/Ward	Rural and Remote Mental Health Service (RRMHS)
Role reports to	The position reports operationally and professionally to Manager Operations / Director of Nursing (DON), RRMHS for clinical practice issues and standards.
Role Date	Reviewed January 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role
<p>The Clinical Service Improvement Lead is an experienced and highly skilled clinician, who leverages their expertise in clinical mental health, consumer safety and quality to contribute to the strategic and operational leadership, governance and direction of clinical services within regional Local Health Network (LHNs) Mental Health (MH) services.</p> <p>This role is pivotal in developing and coordinating MH service improvement projects and programs to deliver on strategic and operational clinical service initiatives. These initiatives align with the National Safety and Quality Mental Health Service Standards, SA Health Directives, and National, State, and LHN safety and quality priorities.</p> <p>The Clinical Service Improvement Lead is responsible for driving ongoing service development, quality improvement, and clinical leadership. This includes the foundation, implementation, and advancement of mental health programs, initiatives, and funding across all regional LHNs, ensuring services meet high standards of safety, quality, and efficacy.</p> <p>Employees in this role provide clinical expertise that enhances the delivery of high-quality, safe mental health services. They offer clinical and consultancy services that support the recovery of mental health consumers across community, acute, and rehabilitation service settings. Recognized as experts in their area and stream of practice, these employees operate with a significant degree of autonomy and decision-making authority</p> <p>Various practice models may be employed in this role, including, but not limited to:</p> <ul style="list-style-type: none"> > Providing expert mental health care and consultation. > Providing clinical leadership to staff, > Leading and coordinating projects or programs that integrate clinical expertise to improve consumer and service outcomes. <p>Employees in this role are accountable for their mental health practice, the outcomes of their care for the consumer group, the professional advice they provide, and the delegations of care they make. They are also responsible for identifying and addressing inconsistencies between practice and policy to ensure alignment with established standards and guidelines.</p>
Direct Reports
<ul style="list-style-type: none"> > Clozapine Nurse Consultant (s)

Key Relationships/ Interactions

Internal

- > Maintains close collaborative working relationships with all level 3 and level 4 Nurses.
- > Develops and maintains cooperative and productive working relationships within all members of the multidisciplinary mental health service, and members of the local health agencies including but not limited to consultant psychiatrists, general practitioners (GPs), Unit managers, mental health staff, and other health professionals.
- > Supports and works collaboratively with less experienced members of the mental health nursing team.

External

- > Liaises with a range of stakeholder from non-government organisations or other government organisations/agencies.

Challenges associated with Role

Major challenges currently associated with the role include:

- > Keeping up to date with professional standards of practice, implementing and monitoring evidence-based care and quality and safety initiatives.
- > Keeping professionally up to date with relevant research, technological advances and models of care.
- > Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices; and
- > Working collaboratively within the multidisciplinary team and across organisational Divisions/sites and promotes communication processes to enable best consumer outcomes.

Delegations

- > Nil

Resilience

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

Performance Development

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 and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

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

*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.
- > 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.
- > 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.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

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 Statement

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions

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

- > Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014 specific to the role.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > A current driver's license is essential, as is a willingness to drive on country roads and travel in light air craft as required. Intra state will be required; interstate travel may be required.
- > Flexibility and some out of hours work may be required.
- > 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 must obtain a satisfactory Working With Children Check through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > National Police Certificates and Disability Services Employment Screening must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > 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.
- > The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, the LHN will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does *not* apply to existing LHN employees with continuous employment with the LHN which commenced prior to 1 October 2016.
- > Fulfil all SA Health and LHN requirements to ensure registration is maintained including participation in ongoing professional development and relevant clinical supervision requirements.
- > Must be willing to undertake mandatory Management of Actual and Potential Aggression training.
- > Position duties may change based on changing requirements as determined by Barossa Hills Fleurieu LHN MH Senior Executive and associated planning processes.
- > Barossa Hills Fleurieu LHN MH embraces the principles of positive psychology and aims to be a flourishing mental health service that impacts meaningfully and positively on the communities it serves. To this end, Barossa Hills Fleurieu LHN MH promotes the principles of PERMA+, as described by Dr Martin Seligman-Adelaide Thinker in Residence Program, for our staff, consumers, and partners

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/indirect consumer care	<ul style="list-style-type: none"> > Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that is expected at this level e.g. expert clinical knowledge underpins and informs their ability to support, lead and/or provide expert clinical care to improve and optimise nursing care. > Provide expert advice and support within regional LHN MH on issues relating to the National Standards of Mental Health Service and mental health clinical services and relevant National Safety and Quality Health Standards. > Provide analysis of National and State benchmarking consumer safety performance/clinical indicators to identify, investigate and initiate quality improvement programs across regional LHN MH. > Contribute expert mental health nursing assessment and advice to local clinical teams to achieve integrated nursing care within a risk management framework. > Be required in a multidisciplinary setting to apply nursing expertise to assess consumers, select and implement different therapeutic interventions and/or support programs and evaluate consumer progress.
Support of health service systems	<ul style="list-style-type: none"> > Initiate, implement and co-ordinate processes for quality improvement, to monitor and analyse incidents and accidents, to promote quality and safety, to evaluate outcomes and convey information to staff. > Contribute to the development, implementation, and monitoring of corporate policies and processes and lead in their area of expertise. > Lead change management activities in accordance with emerging service need and identified systems problems. > Development and management of resources with due diligence. > Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and nursing professional practice frameworks and the National Standards for Mental Health requirements. > Identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures. > Maintain productive working relationships and manage conflict resolution. > Contribute to the development and sustainability of mental health nursing skills using systems of resource and standards promulgation. > Lead, develop and contribute specific expertise to clinical standards, protocols, policy and/or legislation of a complex level. > Manage and co-ordinate specific improvement projects/programs relating to clinical practice and root cause analysis to deliver best practice consumer safety and quality across regional LHN MH service. > Change mental health processes and practices in accordance with emerging management needs, evaluation results and imminent systems issues.

Education	<ul style="list-style-type: none"> > 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. > Ensure mechanisms are in place to support ongoing education where work and learning are integrated. > Apply and share expert clinical knowledge to improve consumer care outcomes. > Contribute clinical expertise to learning environments, which may include individual/team capability development and/or post registration clinical teaching.
Research	<ul style="list-style-type: none"> > Contribute specific expertise to monitor and evaluate research activities in order to improve nursing practice and service delivery. > Establishing, implementing and evaluating systems, which ensure best practice/evidence and consumer outcomes. > Applies evidenced based recommendations to improve practice and service function. > Contribute to clinical practice research.
Professional leadership	<ul style="list-style-type: none"> > Provides leadership and direction, acts a role model, mentor, consultant and resource person. > Lead nursing clinical practice within the professional practice framework established by the Senior Manager, Acute Services/DON. > Contribute to the redesign of care and treatment practices.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Must hold a recognised qualification within a recognised Allied Health profession of Social Work, Occupational Therapy or Psychology, and be eligible for full membership of the relevant Professional Association. For those professions requiring Registration all requirements to obtain and maintain current registration must be fulfilled.

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.
- > Skills in using computers and software relevant to the area of practice.
- > 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 within the whole of service setting.
- > Demonstrated ability in the leadership and facilitation of change management.
- > Demonstrated ability in leading and promoting consumer engagement initiatives.
- > Ability to engage with Aboriginal community/consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

Experience

- > Demonstrated experience providing advice, clinical supervision, and clinical education.
- > Demonstrated leadership experience in service development, research, and evaluation.
- > Experience working with Aboriginal consumers.
- > Demonstrated experience in applying primary health care principles to the development and reorientation of services.

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.
- > Expert knowledge of mental health practice.
- > Knowledge of quality improvement science principles and how this related to clinical governance within a mental health service.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

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

Personal Abilities/Aptitudes/Skills

- > 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 and / or midwifery practice.
- > Experience in clinical management and leadership roles.

Knowledge

- > Understanding and/or knowledge of the issues faced by working and/or living within rural, remote and very remote areas.

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service. SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration, and kindness.
- > 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.

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

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.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

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

Name:

Role Title:

Date:

Signature:

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:

Date:

Signature: