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## SA Health Job Pack

Job Title	Manager Integrated Mental Health Team - Riverland
Eligibility	Open to Everyone
Job Number	686520
Applications Closing Date	31/5/2019
Region / Division	Country Health SA Local Health Network
Health Service	Riverland Community Health-Mental Health Service
Location	Berri
Classification	AHP4/RN4
Job Status	Permanent Full-time position
Total Indicative Remuneration	RN/M4: \$129,965 - \$138,433 pa AHP4: \$116,932 - \$127,388 pa

## Contact Details

Full name	Debbie Petch
Phone number	85821090
Email address	debbie.petch@sa.gov.au

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Immunisation

### **Risk Category A (direct contact with blood or body substances)**

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Please click here for further information on these requirements.](#)

# Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ↳ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ↳ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

# POSITION DESCRIPTION

<b>Job Title</b>	Manager, Integrated Mental Health Team	<b>Classification</b>	AHP4	<b>Position Number</b>	Click here to enter text
<b>Region</b>	Country Health SA Local Health Network Inc. Mental Health Service (CHSALHN MHS)	<b>Term</b>	Select Term	<b>Position Created</b>	September 2013
<b>Area</b>	Select Rural Region Select Local Team Select Service Type	<b>FTE</b>	Click here to enter text	<b>Last Updated</b>	April 2019
<b>Criminal History Clearance Requirements:</b>		<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)			
<b>Immunisation Risk Category:</b>		<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal consumer contact)			

## Broad Purpose of the Position

The Manager, Integrated Mental Health Team is responsible for the management of the Integrated Mental Health Team – including Integrated Mental Health Inpatient Unit (IMHIU), Intermediate Care and the Community Mental Health services across a stepped model of care. The Manager, Integrated Mental Health Team will lead a consumer and carer oriented service within a recovery framework. The Manager will work closely with the Clinical Lead Psychiatrist and Hospital management. Responsibilities include leading and managing the activities of the Multidisciplinary Teams, practices and procedures, management of human resources in matters including recruitment, performance management and for supporting the training and professional development of clinical staff across Nursing, Allied Health and OPS support workers and Administration Officer staff. They are also responsible for the management and prioritising of departmental resources, and ensuring that services across the continuum of care are provided to meet consumer care needs as well as ensuring services are provided to individuals within IMHIU, Mount Gambier Hospital and in Community settings including stepped up and stepped down Intermediate Care and the community mental health team. The Manager may also be required to provide consultancy and strategic advice to other mental health services, general health services and non-government organisations (NGOs).

## Qualifications

Must hold a recognised qualification within the Social Work, Occupational Therapy or Psychology professions and fulfill all requirements to obtain and maintain current registration and/or CHSALHN credentialing including eligibility for Professional Association membership.

Evidence of higher qualifications is desirable.

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## 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

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CHSALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

## Special Conditions

- 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 travel will 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 Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- *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 (NPC) through the South Australia Police confirming the clearance is for the purpose of working in Aged Care.
- Prescribed Positions will also require a NPC general probity clearance.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- Will be required to participate in the organisation's Performance Review and 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

## Key Relationships

- Operationally reports to the Regional Manager Select Rural Region CHSALHN MHS.
- Clinically accountable to the Clinical Director CHSALHN MHS through the Clinical Lead Psychiatrist.
- Responsible for line management of all Select Rural Region Integrated Mental Health Service staff across the designated teams including Allied Health (AHP), Nursing (EN and RN), Administration staff (ASO) and support staff (OPS 2 and 3).
- Maintain close liaison with Director of Nursing, Hospital Nurse Managers, Consultant Psychiatrists, Hospital Medical staff, General Practitioners, Nursing and Allied Health Seniors and Advanced Clinical Leads.
- Expected to negotiate own formal clinical supervision arrangement, in accordance with the *CHSALHN Allied Health Clinical Support Framework*.
- Maintains cooperative and productive working relationships with other local MH Services e.g. Community Rehabilitation Service.
- Maintains cooperative and productive working relationships with diverse stakeholders within the community and NGO sectors.

# POSITION DESCRIPTION



<p>demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions</p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Willing to participate in after hours on-call roster if required.</li> <li>▪ 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.</li> <li>▪ Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.</li> <li>▪ Country Health SA Local Health Network Mental Health 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, CHSALHN Mental Health promotes the principles of PERMA, as described by Dr Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners.</li> </ul>		<ul style="list-style-type: none"> <li>▪ Provides mental health service representation on CHSALHN and SA Health working groups or committees</li> <li>▪ May be required to temporarily fulfill a higher position, appropriate to the skills and capacity of the incumbent, including to deputise for and accept such delegated duties as deemed necessary by the MH .</li> </ul>
Key Result Areas	Generic Requirements	Specific or Local Requirements
1. Technical Skills and Application	<p>1.1 Make a significant contribution towards the development and achievement of the strategic directions and corporate goals of CHSALHN.</p> <p>1.2 Lead and / or provide expert professional consultancy and operational advice on major functions within a work unit, zone, region, professional network or across CHSALHN.</p> <p>1.3 Provide leadership in strategic management and service development decisions which will involve participation in committees and/or working parties which have an influence on the strategic direction of CHSALHN and SA Health.</p> <p>1.4 Develop and / or apply professional principles, new technologies and / or knowledge of crucial work (which can encompass a single discipline or a variety of disciplines)</p> <p>1.5 Make independent decisions related to a wide area of expert practice across CHSALHN, and be responsible for outcomes from the management of the team.</p>	<p>Provide operational leadership by:</p> <ul style="list-style-type: none"> <li>▪ Establishing clinical protocols, standards and procedures for mental health service provision in accordance with the appropriate State and Federal Legislation, clinical best practice and SA Health policies and standards.</li> <li>▪ Ensuring sound management and professional practices to satisfy legal requirements, policies and procedures, and to report on Key Performance Indicators (KPIs) for the service.</li> <li>▪ Leading the development of appropriate clinical and administrative resources to inform practice and services, and facilitate sharing of resources across CHSALHN.</li> <li>▪ Leading the development of workforce and service reports, against KPIs.</li> <li>▪ Monitoring service and workforce issues, and the quality of clinical services to identify clinical risks, emerging trends and opportunities for improvement, and ensure the best outcomes are achieved for consumers.</li> <li>▪ Ensuring collaboration and sharing of information within the</li> </ul>

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		<p>region to ensure Quality Service delivery.</p> <p>Ensure the strategic development of the integrated service through:</p> <ul style="list-style-type: none"> <li>▪ Contributing to the facilitation of communication and decision making for CHSALHN policy relating to MH services.</li> <li>▪ Developing and maintaining strong links with CHSALHN MHS stakeholders to ensure sharing of information, effective use of resources, integration of services and collaboration on joint-solutions where practical.</li> <li>▪ Developing and maintaining strategic consultation and liaison within Hospitals, GP networks, NGOs and other stakeholders.</li> <li>▪ Providing mental health service representation on CHSALHN and SA Health working groups or committees.</li> <li>▪ Ensuring communications and networking within regional health, mental health professionals and stakeholders to facilitate integrated care across the consumer journey when in community care and/or hospital based.</li> <li>▪ Providing a mental health consultancy role and strategic advice across the network and to the general hospital.</li> </ul> <p>Manage and prioritise the allocation of service resources, ensuring capacity for the in reach and outreach and flexibility of the workforce to support the service area based upon demand.</p> <p>Initiate and formulate programs within the framework of the CHSALHN MHS objectives and priorities.</p>
<p>2. Personal and Professional Development</p>	<p>2.1 Exercise significant professional judgment when drawing on detailed knowledge of CHSALHN and State-wide initiatives, and expert specialist knowledge of contemporary methods, principles and practice.</p> <p>2.2 Attain a <i>work unit's</i> operational goals and objectives and the facilitation and application of human resource principles including performance management and development.</p> <p>2.3 Display a commitment to continuous personal and professional development by:</p> <ol style="list-style-type: none"> <li>a. Attending all mandatory training, and actively pursuing professional development to maintain currency of clinical</li> </ol>	<p>Provide leadership, management and support to all staff within the Select Rural Region MH Integrated Services, including through effective human resource management by:</p> <ul style="list-style-type: none"> <li>▪ Ensuring appropriate staffing levels are maintained through effective strategic planning.</li> <li>▪ Recruiting and selecting staff.</li> <li>▪ Ensuring roster management reflects staffing resources and clinical service requirements.</li> <li>▪ Conducting annual Performance Development and Review sessions.</li> <li>▪ Ensuring all clinicians have a formal supervision arrangement in</li> </ul>

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	<p>knowledge.</p> <ul style="list-style-type: none"> <li>b. Actively developing the professional skills and competencies in others, including as an Advanced Clinical Educator / Researcher and Mentor to less experienced peers, and through academic publication.</li> <li>c. Seeking mentorship and support from diverse peers, utilising extensive professional networks and strong relationships with Universities, Professional Associations and other key stakeholders.</li> <li>d. Actively participating in the Professional Development and Review (PDR) process, including developing and pursuing a personal / professional development plan in consultation with your line manager; and facilitating this process for staff under your supervision.</li> <li>e. Providing peer support to relevant colleagues and oversight of unit staff where appropriate.</li> </ul> <p>2.4 Facilitate the development of knowledge of effective practice by encouraging and contributing to research, evaluation of services, and information sharing between health professionals across CHSALHN and SA.</p> <p>2.5 Will have managerial responsibilities including:</p> <ul style="list-style-type: none"> <li>a. Managing overall workforce and professional service strategies, priorities, work standards and the allocation of resources within a work unit, professional network or across CHSALHN.</li> <li>b. Initiating and manage complex projects, significant programs and major investigations of crucial importance to achieving CHSALHN's corporate goals.</li> </ul> <p>2.6 The role may incorporate the provision of advanced clinical educator support and where appropriate provide research support which would include:</p> <ul style="list-style-type: none"> <li>a. Initiating, coordinate, promote and participate in research projects relevant the profession / AHP evidence based practice and / or service improvement involving a number of professional disciplines.</li> <li>b. Coordinating discipline specific and / or Inter-professional Learning (IPL) Clinical Placements and / or continuing professional development of AHPs.</li> </ul>	<p>place in line with CHSALHN policy for each discipline.</p> <ul style="list-style-type: none"> <li>▪ Utilising a range of strategies to maintain a contemporary knowledge and understanding of emerging practice, policy and legislation of relevance to MHS, including through involvement in research.</li> </ul> <p>Ensure an effective and comprehensive training program is implemented for use by clinical and support staff:</p> <ul style="list-style-type: none"> <li>▪ Facilitating undergraduate and Graduate Diploma placements in association with the appropriate educational institutions and senior practitioners.</li> <li>▪ Identifying the MH service requirements for continued education of other hospital staff including Medical, Nursing and Allied Health and coordinating the delivery of training programs to meet identified needs.</li> <li>▪ Facilitating Continuing Professional Development (CPD).</li> <li>▪ Complying with all Occupational Health Safety and Welfare (OHS&amp;W) policies and work with staff to ensure a safe working environment.</li> <li>▪ Acting as an education resource person for all staff.</li> </ul> <p>Utilise clinical expertise to contribute to the complex case reviews and to initiate and lead case conferences and inter agency consultation and advocacy at Manager level.</p> <p>Develop and pursue own formal Clinical Supervision / Mentorship arrangement(s) in accordance with the <i>CHSALHN Allied Health Clinical Support Framework</i>.</p> <p>Ensure all clinicians have a formal supervision arrangement in place in line with CHSALHN policy for each discipline.</p>
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<p>3 Consumer / Customer Service</p>	<p>3.1 Treat all consumers with respect, identifying and pursuing opportunities to work in partnership with stakeholders to improve the quality of CHSALHN services.</p> <p>3.2 Promote cultural safety by valuing and promoting the cultural needs of local communities and providing advice on service or system-level changes required at the CHSALHN level to meet these needs.</p> <p>3.3 Advocate for and contribute to improvements in the consumer-journey driven distribution of services across CHSALHN.</p>	<ul style="list-style-type: none"> <li>▪ Ensure communications and networking within regional health and mental health professionals and stakeholders to facilitate integrated care across consumer journey and when community care or hospital based and communication with Metro Mental Health Units around consumer journeys.</li> <li>▪ Ensure service provision is consumer and carer centered and provided within a recovery framework.</li> <li>▪ Consult and engage with consumers, carers and service providers to identify needs, and ensure needs of high risk or minority groups are considered in the development of MH services.</li> <li>▪ Maintain linkages across CHSALHN MHS and regular collegial communication for consistency of practice and access across Integrated Inpatient Units and community based services.</li> <li>▪ Ensure service provision takes into account cultural needs, gender and provides appropriate cultural support and liaison.</li> </ul>
<p>4 Administration and Documentation</p>	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p> <p>4.2 Proactively question existing practices and use of CHSALHN resources, and support clinicians and managers to pursue better alternatives if required.</p> <p>4.3 Prepare comprehensive, high-level reports and / or presentations to assist CHSALHN Executive decision making.</p> <p>4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems.</p> <p>4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role.</p>	<ul style="list-style-type: none"> <li>▪ Responsible for the effective management of the Select Rural Region MH Integrated Services budget, human resources, and ensuring all evaluation and reporting requirements are met.</li> <li>▪ Develop implement and monitor the use of standard, CHSALHN wide tools to support the MH workforce.</li> <li>▪ Provide advice to Regional Managers and MH staff in the development and review of job descriptions consistent with the award, SA Health, CHSALHN and professional / registration standards.</li> <li>▪ Develop high level reports, submissions and briefing papers for Country Health Executive (CHE) and other Executive groups as required, in collaboration with MH Executive.</li> <li>▪ Monitor, interpreting and preparing CHSALHN MHS responses to relevant regional, state and national plans, policies, reviews and initiatives.</li> <li>▪ Contribute to the development of CHSALHN and SA Health plans, policies, frameworks and projects of relevance to MH workforce and services.</li> </ul>
<p>5 Teamwork and Communication</p>	<p>5.1 Participate in strategic management and service development decisions which will involve participation in committees and / or working parties which have an influence on the strategic direction of CHSALHN or SA Health.</p>	<ul style="list-style-type: none"> <li>▪ Lead, active participation and involvement in various committees.</li> <li>▪ Contribute to the facilitation of communication and decision making for CHSALHN policy relating to MH services.</li> <li>▪ Develop and maintaining strong links with CHSALHN MHS</li> </ul>



# POSITION DESCRIPTION



	<p>5.2 Foster strong clinical networks across CHSALHN.</p> <p>5.3 Apply high level interpersonal skills which engender the trust, cooperation and commitment of others to work together to achieve change.</p> <p>5.4 Communicate and negotiate effectively, both verbally and in writing, at all levels within CHSALHN, SA Health and with external agencies.</p> <p>5.5 Represent CHSALHN, on relevant committees and / or working parties, including at SA Health level, and act as the central point of contact for strategic consultation and liaison with senior management.</p>	<p>stakeholders to ensure sharing of information, effective use of resources, integration of services and collaboration on joint-solutions where practical.</p> <ul style="list-style-type: none"> <li>▪ Develop and maintaining strategic consultation and liaison within Select Rural Region Hospitals, GP networks, NGOs and other stakeholders.</li> </ul>	
<p>6 Continuous Improvement</p>	<p>6.1 Contribute to the ongoing evaluation and continuous improvement of CHSALHN services.</p> <p>6.2 Be flexible, adaptable and innovative in a changing workplace, critically examining safety and quality issues, practices and systems, and developing practical and creative solutions.</p> <p>6.3 Contribute to the investigation of client complaints and preparation of Ministerial Briefings related to the scope of the role, with a view to informing systematic improvements to CHSALHN services.</p> <p>6.4 Adherence to the SA Public Sector Code of Ethics.</p>	<ul style="list-style-type: none"> <li>▪ Monitor service and workforce issues, and the quality of clinical services to identify clinical risks, emerging trends and opportunities for improvement, and ensure the best outcomes are achieved for consumers.</li> <li>▪ Initiate, lead and manage regular reviews of service areas across the Integrated Teams structure.</li> <li>▪ Initiate development of research projects and support Clinical Practice Improvement (CPI) initiatives.</li> <li>▪ Lead and manage the investigation of incidents reported under Safety Learning System (SLS) for the service areas under leadership.</li> </ul>	
<p><b>Approved by Authorised Officer</b></p>	<p>..... / /</p>	<p><b>Accepted by Incumbent</b></p>	<p>..... / /</p>

# APPLICATION GUIDELINES



<b>Job Title</b>	Manager, Integrated Mental Health Team	<b>Classification</b>	AHP4
<b>Region</b>	Country Health SA Local Health Network Inc.	<b>Term</b>	Select Term
<b>Area</b>	Select Rural Region Select Local Team Select Service Type	<b>FTE</b>	Click here to enter text

To apply for the position, you will need to provide:

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees
- (2) A cover letter, including:
  - Title of the position and vacancy reference number (from advertisement)
  - Outline of your reasons for applying for the position
  - Brief summary of your ability to fulfil the role:
    - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of the type of information you may choose to include.
    - You do not need to address the selection criteria individually in your written application. They may be used to assess your suitability for the role during the merit-based selection process.
    - Keep it brief – no more than 2 pages

Please forward your application by the due date, as per the details outlined in the job advertisement.

<b>Key Result Area</b>	<b>Selection Criteria</b> <i>(suggestions of information to include in your application)</i>
1. Technical Skills and Application	a) Your professional qualifications, professional association membership and registration status (if relevant) – refer to page 1 for minimum qualification requirements. b) Extensive professional experience, across a broad range of clinical practice areas: <ul style="list-style-type: none"> <li>▪ Outline scope and nature of previous professional practice experiences, including rural / remote experience and any specialty areas including acute inpatient or community mental health</li> <li>▪ Experience in providing advice, clinical supervision and clinical education to less experienced professional staff and students</li> <li>▪ Previous leadership experience in service and resource development, research &amp; evaluation</li> <li>▪ Project management skills and experience and major project/program outcomes</li> <li>▪ Examples of how you have applied primary health care principles to the development and reorientation of services.</li> </ul> c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role, such as: <ul style="list-style-type: none"> <li>▪ Creativity, resourcefulness, flexibility, adaptability, problem solving skills.</li> </ul>
2. Personal and professional development	a) Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others (eg: additional post-graduate qualifications). b) Detail your leadership and management style and experience.
3. Consumer / Customer Service	a) Detailed knowledge of and commitment to CHSA LHN values, strategic directions & priorities. b) Extensive experience & skills in community engagement, client/family-centred practice and cultural competency – and examples of how you have supported others to develop and apply these skills.
4. Administration and Documentation	a) Highlight relevant skills, experience and training – including those related to data management, budget management, competent use of technology, post-graduate qualifications.
5. Teamwork and Communication	a) Outline your communication and team work skills, with examples that demonstrate your ability to lead an effective team of diverse membership across community and hospital based services. b) Previous contribution to service planning and development at local, cluster, regional or state level.
6. Continuous Improvement	a) Examples of how you have contributed previously to quality improvement, evaluation and research of relevance to your profession and professional leadership.



## ROLE DESCRIPTION

<b>Role Title:</b>	Advanced Nurse Unit Manager
<b>Classification Code:</b>	Registered Nurse Level 4
<b>LHN/HN/SAAS/DHA:</b>	Country Health SA Local Health Network
<b>Hospital/Service/Cluster</b>	Mental Health Service
<b>Division:</b>	Select Rural Region
<b>Department/Section/Unit/Ward:</b>	Select Local Team Select Service Type
<b>Role reports to:</b>	Reports directly to the Regional Manager. Professionally accountable to the Senior Manager, Acute Services / Director of Nursing, CHSALHN Mental Health Services (MHS).
<b>Role Created/Reviewed Date:</b>	September 2017 / Reviewed April 2019
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal consumer contact)

## ROLE CONTEXT

### Primary Objective(s) of role

Employees classified at this level use their clinical knowledge and experience to provide the pivotal co-ordination of consumer care delivery in a consumer care area within a Mental Health Unit or Community Service. The main focus of this role is the line management, coordination and leadership of the nursing team and/or multi-disciplinary team activities, including where relevant, such local resource management as to achieve continuity and quality of consumer care and outcomes.

Employees in this role accept accountability for the outcomes of nursing practices and/or multidisciplinary outcomes in the specific practice setting, for addressing inconsistencies between practice and policy; and for developing team performance within positive work cultures in the interest of consumer outcomes.

Lead, manage, oversee and advise on nursing and mental health service delivery for a defined service delivery area which is (by number of consumers and/or by clinical complexity and/or breadth and/or professional isolation) demonstrably beyond the usual range for that practice setting.

### Direct Reports

Direct reports to this position include:

- > Level 1 and 2 RN/Ms;
- > Enrolled Nurses;
- > Assistants in Nursing/Midwifery; and
- > Ancillary staff.

The Advanced Nurse Unit Manager Level 4 RN can have line-management of Level 3 RNs, only if the Level 4 role fulfils all of the following criteria:

- > The Level 4 RN role must be a multi-classified position;

- > The number of Level 3 RN reports must be less than 8; and
- > The service must be within a Community service/setting/team.

Direct line management responsibility for inpatient and community mental health staff including:

- > Social Workers;
- > Nursing staff;
- > Occupational Therapists;
- > Clinical Psychologists;
- > Administration Team;
- > Psychosocial Support Workers;
- > Aboriginal Health Workers; and
- > Peer Support Workers.

### Key Relationships/Interactions

#### Internal

- > Provide clinical leadership in partnership with the Consultant Psychiatrist to the multi-disciplinary team and works in collaboration with Allied Health Clinical Leads.
- > Maintains close collaborative working relationships with all Level 3 and Level 4 Nurses/Midwives.
- > 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.
- > Collaborative working relationships with the multidisciplinary team and People and Culture Consultants.

#### External

- > Build and maintain relationships with other mental health teams and services, including primary health care to ensure an integrated service delivery.
- > Local responsibilities for the ongoing relationships and partnerships with the consumer, carer, non-government organisations, government organisations and other professional agencies.

### Challenges associated with Role

Major challenges currently associated with the role include:

- > Managing a team and addressing inconsistencies in between practice and polices/procedures;
- > Monitor and manage unit resources and promote 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; and
- > Dealing appropriately with children, youth, women and their families where there can be multiple complexities, diverse cultural backgrounds and consumer expectations.

### Delegations

- > Financial – Level 4.
- > Human resources – Level 5.

### 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 and 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 Reference 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) 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's Protection Act 1993* (Cth) – '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 consumers, 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; and
- > SA Health / CHSALHN 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 consumer 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**

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CHSALHN 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.
- > 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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > 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 (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 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.
- > Fulfil all SA Health and CHSALHN 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.
- > Participation in an on call after-hours roster; flexibility and some out of hours work may be required.
- > Position duties may change based on changing requirements as determined by Mental Health Executive and the Directorate planning processes.
- > 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, CHSALHN 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 CHSALHN employees with continuous employment with CHSALHN which commenced prior to 1 October 2016.

- > Country Health SA Local Health Network Mental Health 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, CHSALHN Mental Health 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"> <li>&gt; Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level e.g. Expert clinical mental health knowledge underpins and informs their ability to support, lead and/or provide expert clinical mental health care, develop and guide appropriate clinical education, and/or provide management activities that contribute to improve and optimise nursing care.</li> </ul>
Support of health service systems	<ul style="list-style-type: none"> <li>&gt; Initiate, implement and co-ordinate processes, for quality improvement and continuity within corporate risk management and nursing professional practice frameworks e.g. investigating complaints, incidents and accidents, identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures.</li> <li>&gt; Change local processes and practices in accordance with emerging service needs, care evaluation results, identified imminent systems problems, and coordination of local activities with corporate systems.</li> <li>&gt; Lead and coordinate the development and evaluation of clinical protocols, standards, policies and procedures.</li> <li>&gt; Develop customised Key Performance Indicators and/or outcomes measurement models that influence organisation wide reporting processes.</li> <li>&gt; Identify the need for, lead implementation of, and evaluate changes in organisational processes and practices in response to emerging service and workforce needs.</li> <li>&gt; Use available information systems to inform decision making, evaluate outcomes and convey information to staff.</li> <li>&gt; Initiate, develop and implement educational and/or clinical protocols/standards.</li> <li>&gt; Undertake and/or oversee, within their span of control, some or all local resource management within the corporate administrative framework. Including some or all of the following within their defined ward/unit/value stream or program: recruitment, staffing, leave management, rostering, work allocation and attendance management, financial and supplies planning and monitoring.</li> <li>&gt; Undertake a formal support/advisor role to Nurse Unit Managers in relation to an area of expertise in service co-ordination.</li> </ul>
Education	<ul style="list-style-type: none"> <li>&gt; Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experiences that underpin a demonstrable application of knowledge and skills commensurate with the level of autonomy, decision making authority and influence of recommendations expected of the role.</li> <li>&gt; Present at conferences, undertake post graduate teaching and assessment and/or publish in refereed professional journals.</li> <li>&gt; Develop and maintain a learning environment, taking a coaching approach to team development, individual capability development and performance management.</li> </ul>
Research	<ul style="list-style-type: none"> <li>&gt; Integrate contemporary information and research evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level e.g. critically appraise and synthesise the outcomes of relevant research.</li> <li>&gt; Initiate, conduct, implement and/or guide a major research or systems development portfolio relevant to improved service outcomes.</li> <li>&gt; Contribute specific expertise to monitoring and evaluative research activities in order to improve nursing or midwifery practice and service delivery.</li> </ul>



Professional leadership	<ul style="list-style-type: none"> <li>&gt; Act as a consultant to the state or national health system in area of expertise, providing authoritative advice and recommendations.</li> <li>&gt; Act as a consultant providing high level advice to key stakeholders on national and state protocols, and issues relating to professional and clinical practice, workforce, legislation, education and/or research.</li> <li>&gt; Provides leadership and direction, acts as a role model, mentor, consultant and resource person.</li> <li>&gt; May lead and participate in state-wide services.</li> <li>&gt; Lead a nursing and/or multi-disciplinary team.</li> <li>&gt; Initiate and lead changes to models of care.</li> <li>&gt; Participate in workgroups/programs for consumer outcomes that extend beyond the unit/service/workplace.</li> <li>&gt; Implement important and/or influential systems used beyond own area of service co-ordination.</li> </ul>
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## **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.
- > Must hold a Graduate Diploma in Mental Health Nursing or equivalent in mental health nursing.

#### **Personal Abilities/Aptitudes/Skills**

- > Demonstrated leadership qualities including highly developed skills in communication, problem solving, conflict resolution and negotiation skills.
- > Demonstrated ability to participate in and contribute to key decision making processes at a senior level.
- > Demonstrated ability to work with a high degree of autonomy.
- > Demonstrated ability to communicate and work with others to influence and earn the trust and respect of relevant parties gaining co-operation and support.
- > Demonstrated ability in leading and promoting consumer engagement initiatives.
- > Demonstrated ability in the facilitation of change management.

#### **Experience**

- > Registered Nurse and or Midwife with at least 3 years post registration experience or currently classified as a Clinical Nurse and/or Midwife.
- > Demonstrated competence in clinical mental health nursing practice within a mental health service and in accordance with the appropriate standards of practice.
- > Demonstrated success in working within a multidisciplinary environment.
- > Experience in management and leadership roles.
- > Experience in the financial and asset management of a service.
- > Experience in the human resource management.

#### **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.
- > Specialist knowledge in the area of mental health, including National Mental Health Policy/Standards/Plans, and the DH Reform Agenda for Mental Health Services.
- > Knowledge of contemporary professional nursing and health care issues.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Tertiary qualifications (Graduate Diploma/Master Level) relevant to mental health practice setting and/or health service management.

#### **Personal Abilities/Aptitudes/Skills**

- > Demonstrated ability to initiate, lead and manage complex change within a team environment.
- > Skills in using computers and software relevant to the area of practice.

#### **Experience**

- > Experience in a senior clinician and management position.
- > Experience in using nursing and organisation management information systems.
- > Experience in financial, asset and human resources management of a ward/unit/service.
- > Experience in organisational strategic planning.

## **Knowledge**

- > Knowledge of the South Australian Public Health System.
- > An extensive knowledge of legislation pertaining to mental health, in particular:
  - SA Mental Health Act;
  - Guardianship and Administration Act;
  - Equal Opportunity Act;
  - OHS & Welfare Act; and
  - Bullying and Harassment Policies.
- > A working understanding of accreditation and quality management processes.

## 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 legal entities include but are not limited to Department for Health and Wellbeing, 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 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.

### Health Network/Division/Department

CHSALHN oversees the rural public health system in South Australia. We provide community, rehabilitation and acute services to approximately a third of SA's population and is the largest service provider in country SA. The Vision of CHSALHN is to transform health care and actively deliver health benefits so that rural and remote South Australians live healthy lives. Within this broader context, the mission of CHSALHN is to:

- > Support rural and remote South Australians to be healthy;
- > Commit to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their cares and families; and
- > Commit to enhancing the satisfaction, and promoting the talent, of its workforce.

CHSALHN MHS' mission is *"To be a flourishing mental health service that impacts meaningfully and positively on the communities it serves"*. Within this context, there are 5 key goals that support the achievement of the Directorate's vision of *"Transforming health care and actively delivering health benefit."* These are to achieve:

- > Effective, appropriate and sustainable mental health services;
- > Access to empowering and appropriate mental health services;
- > An appropriate, skilled and well supported mental health workforce;
- > Collaborative and research based mental health service planning and policy development; and
- > Strong leadership through governance, transparency and accountability.

## 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; and
- > 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; and
- > 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 SA Health as described within this document.

**Name:**

**Signature:**

**Date:**