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## SA Health Job Pack

Job Title	Clinical Nurse, Emergency Triage & Liaison Service (Casual Pool)
Job Number	593675
Applications Closing Date	18 November 2016
Region / Division	Country Health SA Local Health Network
Health Service	Mental Health Services
Location	Rural & Remote MHS Glenside
Classification	RN/M2CN
Job Status	Casual up to 30 Jun 2017
Indicative Total Remuneration*	\$34.88/\$44.63 p/hour + 25% casual loading

## 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.

## Contact Details

Full name	Dan Donaghey,
Phone number	Network Manager, Inner Rural
Email address	<a href="mailto:dan.donaghey@health.sa.gov.au">dan.donaghey@health.sa.gov.au</a>

# 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



Government of South Australia  
Department of Health

## JOB AND PERSON SPECIFICATIONS

Position Title: **Clinical Nurse/Midwife**

Classification Code: **Registered Nurse and/or Midwife Level 2**

Division:

Type of Appointment:

- ☐ Ongoing  
☐ Temporary  
☐ Other Term

Branch:

Section:

Position Number:

Position Created:

Criminal History Clearance Requirements:

- ☒ Aged (NPC)  
☒ Child- Prescribed (DCSI)  
☐ Vulnerable (NPC)  
☐ General Probity (NPC)

**Job and Person Specification Approval**

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**PREAMBLE:**

Underpinning the Department of Health Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values “live”. It is important that we incorporate the values into our behaviour systems and processes.

The Department has a “Commitment to Workplace Values” attached to Job and Person Specifications that all staff are required to uphold. *(Please refer to the back of this document).*

Australia has one of the most culturally and ethnically diverse populations in the world. Having a diverse workforce (inclusive of bi-lingual, bi-cultural and employees who have a disability) can enhance the department’s ability to negotiate with, and meet the needs of, the full range of its consumers and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

**JOB SPECIFICATION:**

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**1. Summary of the broad purpose of the position in relation to the organisation’s goals:**

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In August 2009, SA Health’s Portfolio Executive approved the transfer of the operational management of the Rural & Remote Health Service to CHSA. The RRMHS delivers comprehensive mental health services to the communities of country South Australia by providing:

- > acute inpatient care
- > mental health training to staff
- > distance consultation-liaison services
- > coordination and management of mental health specialists
- > clinical services to remote Aboriginal Communities

With the establishment of CHSA as a health region, it was deemed appropriate for these services for country people to be managed by CHSA. It has been acknowledged that the integration of the RRMHS within a country service delivery system is also a critical factor in supporting the establishment and operation of new levels of treatment and acute care in rural locations, such as Limited Treatment Centres and Intermediate Care.

The Clinical Nurse will provide advanced nursing services in the Rural and Remote Health Service, including both the Inpatient Unit and the Emergency Triage Liaison Service. The Clinical Nurse is accountable for his/her own practice standards (within the ANMC RN Competency Framework and National MH Workforce Standards), activities delegated to others and for the guidance and development of less experienced staff.

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## 2. Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the organisation).

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Responsible to:

- Professionally accountable to the Director of Nursing through the nursing structure.
- Functionally accountable to the Service Manager through the Inpatient Clinical Service Coordinator.
- Clinically accountable to the Clinical Director, CHSA MH, through the Rural & Remote Health Service Clinical Director.

Responsible for:

- Developing and maintaining cooperative and productive working relationships with all members of the health care team and Non Governmental Organisations.
- Maintaining a close working relationship with the Associate Clinical Services Coordinators on the team.
- Supporting and working collaboratively with less experienced members of the nursing team including the provision of supervision/guidance of all Registered Nurses, Enrolled Nurses, and Student Nurses.
- Personally accountable and responsible for safe, effective, nursing practice.
- Practicing with own level of skills and contemporary knowledge base relevant to professional background.
- Engaging in professional development and maintenance of own clinical competence.
- Consulting and collaborating with other health care professionals both within the health service and the community to ensure optimal consumer outcomes.

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## 3. Special Conditions. (such as non-metropolitan location, travel requirements, etc)

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- Participation in continuous quality improvement.
- Engagement and participation in clinical supervision / reflection on practice.
- Participation in an on-call roster is required.
- Support values consistent with the aims of the region, including honesty, respect and integrity.
- 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
- The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

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**4. Statement of Key Outcomes and Activities** (group into major areas of responsibility/activity and list in descending order of importance – continue on next page)

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**4.1 Provides professional high quality consumer care from within the Rural and Remote Health Service aimed at improving consumer health outcomes through:**

**4.1.1 Improving nursing and consumer care procedures and practices by:**

- Providing proficient clinical nursing care and/or individual case management to consumers in a defined clinical area.
- Assessing consumers needs, plan, implement and coordinate appropriate service delivery options and communicate changes in condition and care.
- Overseeing the provision of nursing care within a team or unit.
- Promoting and providing health education, counselling and rehabilitation programs to improve the health outcome of individual consumers or groups and to prevent relapse and promote recovery.
- Planning and coordinating services including those of other disciplines or agencies as required to meet individual and/or group health care needs.
- Monitoring consumer care plans and participating in clinical auditing and/or evaluative research to ensure appropriate consumer care outcomes achieved on a daily basis.
- Demonstrating and promoting a risk minimisation approach to practice and support implementation and maintenance of systems to protect consumers and staff.

**4.1.2 Contributing to the human resource management of the unit/service by**

- Acting to resolve local and/or immediate nursing care or service delivery problems.
- Supporting change management processes
- Contributing to communication processes that effectively deal with challenging behaviours and the resolution of conflicts.
- Participating in staff recruitment and retention initiatives as required.

**4.2 Contributes to the achievement of nursing best practice and Where relevant facilitates the development and application of relevant nursing research by**

- Working within a local nursing leadership team to attain consistency of nursing practice standards and local service outcomes.
- Participating in clinical teaching, overseeing learning experiences, and goal setting for students, new staff and staff with less experience.
- Acting as a resource person within an area based on knowledge, experience and skills
- Providing and engaging in regular clinical supervision.
- Ensuring changes are implemented in areas of practice when identified.

**4.3 Contributes to the achievement of professional expertise through the Maintenance of ongoing personal professional development/continuing Education by:**

- Entering into a Mental Health Nursing Clinical Supervision agreement, as per
- The SA Health Guideline: "Clinical Supervision Policy – Mental Health Nurses".
- Regular uptake of Clinical Supervision.

- Managing own professional development activities and portfolio, supporting the development of others and contributing to learning in the work area.
- Complying with the nursing profession's code of ethics, professional
- Competencies and relevant legislation.
- Attending mandatory in-service programs.

#### **4.5 Contributes to and complies with policies, procedures and practices by:**

- Complying with all legislation, Government policies and procedures the ANMC Code of Professional Conduct for Nurses in Australia and the Code of Conduct for South Australian Public Sector Employees, and in relation to people affected by mental disorders and/or mental health problems.
  - The United National Principles on the Protection of People with a mental illness and improvement in Mental Health Care.
  - The Australian Health Ministers' Mental Health Statement on Rights and Responsibilities.
  - Mental health, equal opportunity, anti-discrimination and disability services legislation.
- Complying with all CHSA and Statewide Mental Health Policies and Procedures.
- Ensuring practice is consistent with Rural and Remote Health Service Local work site instructions, CHSA MH Foundation Procedures and SA Health Organisational policies, standards and legal/regulatory compliance.
- Applying standards and benchmarks for consumer care in the practice setting consistent with current evidence-based clinical care.
- Maintaining and protecting confidentiality and privacy for consumers, their families and carers by complying with:
  - Freedom of Information Act
  - Australian Standards for Medical Records
  - Code of Fair Information Practice
  - National Mental Health Standard 1 – Rights and Responsibilities
  - NMHS Criterion 1.8: "The MHS upholds the right of the consumer to have their privacy and confidentiality recognised and maintained to the extent that it does not impose serious risk to the consumer or others."
- Understanding and complying with Delegations of Authority.

#### **4.6 Ensure Services are delivered in a culturally sensitive manner by:**

- Acknowledging all cultures and their individually diverse communities, including the various Aboriginal communities whose people utilise RRMHS and their unique cultural background;
- Acknowledging that for Aboriginal people, health is defined as not just the physical and spiritual well being of the individual but the social, emotional and cultural wellbeing of the whole community.
- Promoting access and equity of services for people from culturally and linguistically diverse backgrounds.
- Providing services that are culturally sensitive to the needs of people and enable them to make decisions concerning their mental health.

#### **4.7 Contribute towards the provision of a healthy, safe and equitable working environment by adhering to the principles and standards of Equal Employment Opportunity Legislation which:**

- Ensures employees are recruited, selected, trained, transferred and promoted solely on the basis of merit without regard to age, marital status, physical disability, intellectual impairment, pregnancy, race, sex or sexuality.
- Ensures all employees in the workplace are treated in a fair and equitable manner.
- Identifies and eliminated discrimination, bullying and harassment in the workplace.

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**Approved by Line Manager:** \_\_\_\_\_ \_/ \_/ \_

**Acknowledged by Occupant:** \_\_\_\_\_ \_/ \_/ \_

## PERSON SPECIFICATION

### ESSENTIAL MINIMUM REQUIREMENTS

#### PLEASE NOTE:

It is recommended that a **Maximum of 15 criteria only** (in total) be included in this section (i.e. the number of Essential and Desirable criteria combined should not exceed 15)

**Educational/Vocational Qualifications** (include only those listed in **Commissioner's Standard 2, Attachment C** as an essential qualification for the specified classification group)

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

**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment.

- Effective communication skills including problem solving, conflict resolution and negotiation skills.
- Ability to provide general nursing assessments and nursing management
- Ability to work collaboratively with others
- Ability to work effectively within a multidisciplinary team.
- Ability to prioritise work loads and manage own time effectively and efficiently.
- Ability to work with varying degrees of supervision.
- Ability to manage people including problem solving, negotiating and conflict resolution skills.
- Commitment to own professional development and performance enhancement.

#### Experience

- Registered Nurse with at least 3 years, full time equivalent, post registration experience in a mental health practice setting
- Clinical experience in Acute MH Inpatient settings.
- Experience in the leadership and direction of student nurses and less experienced RNs.

#### Knowledge

- Comprehensive understanding of the Australian Nursing and Midwifery Council (ANMC) National Competencies for the Registered and Enrolled Nurse and Midwives in recommended domains.
- Knowledge and understanding of the ANMC Code of Professional Conduct for Nurses in Australia (2003) and the Commissioner for Public employment Code of Conduct for Public Employees.
- Knowledge and understanding of legislative responsibilities for OHS&W. Workers Compensation and Rehabilitation and Equal Opportunity.
- Knowledge of contemporary mental health nursing and health care issues.
- Knowledge of community support services and referral purposes.
- Knowledge of National Mental Health Strategy/Policy/Plan.
- Knowledge of National Mental Health Standards.
- Knowledge of the recovery framework.
- Knowledge of the Emergency Demand Management Policy series.
- Familiarity with aspects of medication management including knowledge of relevant medications, indications, common dosages, side-effects, special precautions, drugs of abuse
- Knowledge and understanding of relevant legislation, principles and code of practice including, but not limited to:



- Mental Health Act 2009
- Guardianship and Administration Act.
- Health Practitioner Regulation National Law Act 2009
- Occupational Health Welfare and Safety Act
- Equal Opportunity Act
- Disability Discrimination Act
- South Australian Health Commission Act
- Freedom of Information Act
- Code of Fair Information Practice
- Fire Arms Act
- Coroners Act

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**DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

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**Educational/Vocational Qualifications**

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- Registered as a General Nurse
  - Bachelor of Nursing or Equivalent
  - Graduate Diploma in Mental Health Nursing or Mental Health Science
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**Personal Abilities/Aptitude Skills:** (related to the job description and expressed in a way which allows objective assessment):

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- 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.
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**Experience**

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

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- Knowledge of the South Australian Public Health System
  - Knowledge of contemporary professional nursing issues
  - Knowledge of research methodology and aspects of community oriented care
  - Knowledge of Human Resource management principles
  - Knowledge and understanding of performance appraisal systems
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**DUTY STATEMENT FOR CLINICAL NURSE  
MENTAL HEALTH NURSE LEVEL 2  
EMERGENCY TRIAGE LIAISON SERVICE  
RURAL & REMOTE MENTAL HEALTH SERVICE**

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The following areas of responsibility are seen as core requirements of the ETLS Clinical Nursing role:

Triage Screening as per ETLS protocols

Rural & Remote Bed Allocation System

Facilitation of Admission Pathways as per ETLS protocols

CBIS Data Entry

Morning Outlier Bed Rounds (via OACIS system)

Daily Clinical Log Review

Mental Health Crisis Counselling

Assessment and Referral, encompassing:

- Risk Assessment
- Mental State Examination

Support and advice to carers and others supporting consumers of mental health services

Liaison with On-Call Consultant Psychiatrist(s) regarding current Clinical presentations and complex case management

Training and mentoring of staff new to ETLS/ Distance Consultation Service

Education of Community Stakeholders in relation to mental health conditions

Liaison for after hours transfer of care (eg, discharge of consumer(s) to their home community) from Metro Outlier beds

Provision of post-discharge follow-up phone-calls to consumers recently discharged from the Rural & Remote Inpatient Unit.

After-Hours management of complex mental health presentations

Clinical Support for Rural Drought Response initiatives

Providing support to Country Hospitals and clinicians in relation to Emergency Mental Health Medication Guidelines

## COMMITMENT TO WORKPLACE VALUES

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### ***The Department of Health values have an influence on the people we employ***

Every organisation has values that govern the way people are treated and the way decisions are made. The Department's Strategic Plan identifies the values that guide our behaviours. These behaviours apply to all employees and govern the way people in the organisation are treated, the way decisions are made and how we provide our services.

These values are used in day to day communication and interaction between all employees and are linked to the whole of Government Code of Conduct, Performance Development, Job and Person Specifications and Department of Health Employment Conditions.

Department of Health values are:

#### ***Honesty***

***We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the Department and with our consumers and partners by saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.***

#### ***Respect***

***We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the Department and with our consumers and partners by treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.***

#### ***Integrity***

***We show integrity by honouring our values and the rules of our department, Government and nation. This is shown in our dealings within the department and with our consumers and partners by doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.***

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***I \_\_\_\_\_ have the ability and commitment to behave consistently with the stated values of the Department of Health.***

\_\_\_\_\_  
***Signature***

**Please complete and return attached to your application to the nominated person**