Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	Team Manager
Classification Code:	AHP4
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	Northern mental Health
Division:	Adult Acute
Department/Section / Unit/ Ward:	Wondakka CRC
Role reports to:	Divisional Director, Allied Health and Community
Role Created/ Reviewed Date:	Nov 2018
Criminal History Clearance Requirements:	☐ Aged (NPC) ☐ Working With Children Check - WWCC (DHS) ☒ Vulnerable (NPC) ☐ General Probity (NPC)
Immunisation Risk Category	☒ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☐ Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Team Manager is responsible for providing leadership and operational management of the integrated multi-disciplinary team of community mental health staff to ensure safe, efficient and effective service delivery to consumers and carers within a recovery orientated framework.

The Team Manager is the key position responsible for establishing the direction and functioning of the multi-disciplinary team consistent with the Mental Health Clinical Business Rules.

The position is responsible for the management of service demand and workload allocation, the provision of administrative and clinical support services, monitoring and oversight of service provision, data collection and evaluation.

The Team Manager is responsible for the establishment and sustainment of positive working relationships within the Sector, Mental Health across NALHN, other government departments and external agencies consistent with a collaborative partnership approach.

Direct Reports:

> Direct operational line management responsibility for:
>> Clinical Coordinators
>> Social Workers
>> Level 1 & 2 Registered Nurses
>> Occupational Therapists
>> Clinical Psychologists
>> Allied Health Assistants
>> Peer Specialists, Carer Consultants

Key Relationships/ Interactions:

Internal
> 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
> Develops and maintains relationships with non-government and government agencies, consumers, carers and community stakeholders.

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
> Dealing appropriately with children, youth, women and their families where there can be multiple complexities, diverse cultural backgrounds and consumer expectations.

Delegations:

> Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contributes to the provision of professional high quality patient care within an integrated community mental health team by improving consumer and carer health outcomes through:	> Improving clinical and consumer care procedures and practices > Ensure the needs of the consumers referred to the team are met effectively and in the most appropriate setting by: > Developing and leading high-quality clinical review structures, data collection and service evaluation / review in-line with Mental Health Key Performance Indicators and service requirements consistent with the Clinical Business Rules. > Developing and monitoring clinical pathways within Mental Health to enhance the consumer and carer's experience of our service. > Establishing appropriate team priorities and practices in consultation with Sector Managers, ensuring consistency with the Clinical Business Rules. > Managing all referrals to the team including allocation, supervision of ongoing involvement and discharge planning. > Encouraging and facilitating mutual learning opportunities and exchanges between consumers and staff. > Overseeing and advising in partnership with the Clinical Coordinator on care coordination. > Promoting and establishing consumer, family and carer participation in strategies for service delivery and policy development. > Provide proactive case load mix strategies to enhance the teams practice in support of the clinical coordinator. > Consulting with, promoting and participating in training / education sessions with community organisations. > Liaising with all mental health teams with regards to specific cases and caseloads and provide a supportive cross function provision. > Consulting with the Sector Manager and Clinical Director or designate in the clinical management of especially difficult and complex cases > Facilitating consumer and carer participation in relation to the completion of a mental health assessment, care plan and proactive service delivery and evaluation.
Ensure the provision of effective and efficient management of the integrated multidisciplinary community mental health team by:	> Managing the team's human resources, including undertaking workforce planning, leave planning and reporting, recruitment and selection, conducting Performance Review and Development process, in consultation/collaboration with, the Sector Manager, Nursing Director and Discipline Seniors and managing conflict and complaints. > Promoting effective clinical and managerial supervision structures to enhance the team's individual support / development and performance. > Effectively manage financial resources and equipment assets, contributing to budget planning and reviewing of expenditure and exercising an appropriate level of delegated authority. > Developing and providing a critical incidents managerial process. > Regularly reviewing the effectiveness of team operations and service outcomes. Ensuring staff are aware of new policies and practices and practice is delivered in accordance within professionals codes of practice.

Contribute to the development of service planning activities by:	> Actively contributing to the identification and development of continuous improvement strategies for the service. > Contributing to the formulation and local implementation of policies and participating as a member of Northern Mental Health management groups and committees. > Representing NALHN appropriately at relevant forums. > Developing strong relationships and communicating proactively with a range of external and internal stakeholders. > Participating in planning and service modelling discussions relevant to Northern Mental Health and NALHN. > Maintaining quality strategic consumer services consistent with service, national and state benchmarks > Developing, in collaboration with the team members, a quality improvement program which will facilitate and manage the clinical outcomes and performance of the team. > Being responsible for the consistent implementation of risk management practices in accordance with Northern Adelaide Local Health Network policies and procedures. > Participate in audit and the application of evidence based practice with particular relevance to the mental health consumer group.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

To be eligible for this role you must hold an appropriate degree or equivalent qualification for one of the following Allied Health disciplines working in the service, specifically:

> Must hold an appropriate degree (Clinical Psychology) or equivalent qualification recognised by the PsyBA and general registration with the PsyBA and be endorsed in Clinical Psychology area of practice. Must hold approved supervisor status with the PsyBA at all levels of supervision (primary and secondary).

> Appropriate Degree or equivalent qualification which entitles registration as an Occupational Therapist with the Occupational Therapy Board of Australia.

> Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers

Personal Abilities/Aptitudes/Skills:

An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards

> Demonstrated leadership ability to develop, lead and manage a multidisciplinary team.
> Demonstrated high level of communication and interpersonal skills with the ability to be self-motivated, resourceful and innovative.
> Proven ability to effectively manage conflict situations.
> Demonstrated ability to analyse problems, devise and implement creative & effective strategies with the ability to evaluate outcomes in an effective and efficient manner.
> An understanding of and ability to manage within an allocated budget.
> Demonstrated ability to maintain and enhance a range of relevant partnerships, networks and relationships with key stakeholders within and external to the organisation and demonstrate the ability to work respectfully with consumers and their families.
> Demonstrated commitment to the principles and practices of Equal Employment Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Occupational Health Safety and Welfare Act, utilising AS/NZS 4360 Risk Management, or to an equivalent set of standards.

Experience

> Proven experience in basic computing skills, including email and word processing
> Experience in a clinical role within a mental health service.
> Demonstrated success in working within a multidisciplinary environment.
> Demonstrated experience in working with mental health consumers and carers.
> Experience in working with a range of government and non-government agencies

Knowledge

> Understanding of Work Health and Safety principles and procedures
> Understanding of the Australian National Safety & Quality Health Service Standards.
> Working knowledge of Microsoft Applications

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> Postgraduate qualification in a field relevant to Occupational Therapy, Social Work or Clinical Psychologist

Personal Abilities/Aptitudes/Skills:

> Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation.
> Ability to prioritise workload and meet set timelines, whilst working under minimal supervision.
> Demonstrated ability to foster a workplace environment that develops staff potential.
> Ability to forward plan and develop critical pathways.
> A demonstrated ability to introduce new ideas/ concepts and to influence change.
> Advanced ability to analyse complex problems, devise and implement creative and effective strategies and to evaluate the outcomes.
> Ability to work in a higher-level leadership position.
> Ability to work within a team framework that fosters an environment that develops
> Demonstrated ability to initiate, lead and manage complex change within a team environment.

Experience

> Experience in a senior clinical and management position.
> Demonstrated achievements in policy development.

Knowledge

> An extensive knowledge of Legislation pertaining to mental health, in particular:

   o SA Mental Health Act
   o Guardianship and Administration Act
   o Equal Opportunity Act
   o OHS & Welfare Act
      Bullying and Harassment Policies

> A working understanding of accreditation and quality management processes.
> A working understanding of Project Methodology.
> Knowledge of budget planning and management.
> Knowledge of evaluation strategies.

Special Conditions:

> It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.

> *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act (2016),* a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.

> For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016),* the individual's WWCCs must be renewed every 5 years from the date of issue; and for '*Approved Aged Care Provider Positions*' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).

> Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.

> Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

> The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

> Must have a current SA driver's licence and willingness to drive a Government vehicle is essential.

General Requirements:

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

> *Work Health and Safety Act 2012 (SA)* 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.

> Adhering to the principles of the National Standards for Mental Health Services.

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

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

> Central Adelaide Local Health Network
> **Northern Adelaide Local Health Network**
> Southern Adelaide Local Health Network
> Women's and Children's Health Network
> Barossa Hills Fleurieu Local Health Network
> Eyre and Far North Local Health Network
> Flinders and Upper North Local Health Network
> Riverland Mallee Coorong Local Health Network
> Limestone Coast Local Health Network
> Yorke and Northern Local Health Network
> SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient–focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:
> Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
> Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
> Aboriginal Health Services
> Mental Health Services (including two statewide services – Forensics and Older Persons)
> Sub-acute Services

The total operating budget for 23/24 for NALHN is $1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

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.
> 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.

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.

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:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021		Financial Delegation Updated
			Management Position Clause Updated
			Code of Ethics Clause Updated