



## ROLE DESCRIPTION

<b>Role Title:</b>	Nurse Unit Manager - Community Team Leader
<b>Classification Code:</b>	Registered Nurse Level 3
<b>LHN / HN / SAAS / DHA:</b>	Eyre and Far North Local Health Network(LHN)
<b>Hospital / Service / Cluster</b>	Mental Health (MH)
<b>Division:</b>	Eyre and Far North
<b>Department /Section / Unit / Ward:</b>	Select Local Team Select Service Type
<b>Role reports to:</b>	Reports operationally to the Select Position Select LHN. Professionally reports to the Registered Nurse/Midwife at a Level 4 classification or above through to the Senior Manager, Acute Services / Director of Nursing (DON) Rural and Remote Mental Health Service (RRMHS) for clinical practice issues and standards, where the direct line manager is not a Registered Nurse.
<b>Role Created / Reviewed Date:</b>	Reviewed February 2020
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Disability Services Employment Screening
<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 mental health consumer care delivery in a patient/consumer care area within a mental health service. The main focus of this role is the line management, coordination and leadership of nursing and multi-disciplinary team activities to achieve continuity and quality of consumer care and outcomes.

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

### Direct Reports:

Direct operational reports to this position include:

- > Level 1 and/or Level 2 Mental Health Nurse(s);
- > AHP 1 and/or 2 Allied Health staff; and
- > Administration and Ancillary staff.

### **Key Relationships/ Interactions:**

#### Internal

- > Maintains close collaborative working relationships with all level 3 and level 4 Nurses.
- > Provides direct line report and maintains a close working relationship with the Associate Nurse Unit Manager (Level 2) and the Clinical Nurse (Level 2).
- > Provides direct line management of the day to day responsibilities of staff within the local multidisciplinary Mental Health Team/Service.
- > Develops and maintains cooperative and productive working relationships with all members of the multidisciplinary MH service, and members of the local health agencies including but not limited to Consultant Psychiatrists, General Practitioners (GPs), Unit managers, mental health staff, and other health professionals.

#### External

- > Maintains relationships with non-government organisations or other government organisations.
- > Liaises with MH consumers, carers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.

### **Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Managing a team and addressing inconsistencies in between practice and policies/procedures;
- > To 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 mental health consumers, carers and families where there can be multiple complexities, diverse cultural backgrounds and consumer expectations.

### **Delegations:**

- > Financial – Group E Level 6
- > Human Resources – Level 6

### **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 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;
- > 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 / LHN's 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:**

SA Health welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. SA Health 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

- > 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; interstate travel may be required.
- > Participation in an on call after hours roster; flexibility and some out of hours work may be required.
- > 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > National Police Certificates and Disability Services Employment Screening must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, the LHN will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does *not* apply to existing LHN employees with continuous employment with the LHN which commenced prior to 1 October 2016.
- > Fulfil all SA Health and the LHN requirements to ensure registration is maintained including participation in ongoing professional development and relevant clinical supervision requirements.
- > Must be willing to undertake mandatory Management of Actual and Potential Aggression training.
- > Position duties may change based on changing requirements as determined by MH Executive planning processes.
- > Select LHN MH embraces the principles of positive psychology and aims to be a flourishing MH service that impacts meaningfully and positively on the communities it serves. To this end, Select LHN MH

promotes the principles of PERMA+, as described by Dr Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/indirect consumer care	<ul style="list-style-type: none"> <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 knowledge underpins and informs their ability to support and lead clinical services and management activities that contribute to improve and optimise mental health nursing care.</li> <li>&gt; Provide the pivotal leadership and co-ordination of mental health consumer care delivery to achieve continuity and quality of consumer care and outcomes and efficient consumer flow.</li> </ul>
Support of health service systems	<ul style="list-style-type: none"> <li>&gt; Use available information systems to:               <ul style="list-style-type: none"> <li>- Inform decision making:</li> <li>- Implement and co-ordinate processes for quality improvement:</li> <li>- Monitor and analyse incidents and accidents:</li> <li>- Ensure quality and safety is not compromised; and</li> <li>- Evaluate outcomes and convey information to staff.</li> </ul> </li> <li>&gt; Contribute to the development of, implementation of, and monitoring of corporate policies and processes and lead in their area of expertise.</li> <li>&gt; Management of resources with due diligence.</li> <li>&gt; Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and nursing professional practice frameworks.</li> <li>&gt; Identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures.</li> <li>&gt; Maintain productive working relationships and manage conflict resolution.</li> <li>&gt; Implement local processes to operationalise the corporate risk management framework including investigating complaints, incidents and accidents.</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; 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> </ul>
Education	<ul style="list-style-type: none"> <li>&gt; Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role</li> <li>&gt; Ensure mechanisms are in place to support ongoing education where work and learning are integrated.</li> <li>&gt; Develop and maintain a learning environment, taking a coaching approach to team development, individual capability development and performance development.</li> </ul>

Research	<ul style="list-style-type: none"> <li>&gt; Contribute specific expertise to monitor and evaluate research activities in order to improve mental health nursing practice and service delivery.</li> <li>&gt; Establishing, implementing and evaluating systems, which ensure best practice/evidence and consumer outcomes.</li> <li>&gt; Applies evidenced based recommendations to improve practice and service function.</li> <li>&gt; Uses metrics and research outcomes to identify the need for future evaluation or research action in order to improve practice and service delivery.</li> </ul>
Professional leadership	<ul style="list-style-type: none"> <li>&gt; Provides leadership and direction, acts as a role model, mentor, consultant and resource person.</li> <li>&gt; Lead nursing within the professional practice framework established by the Senior Manager, Acute Services / DON RRMHS and where appropriate, lead a multi-disciplinary team.</li> <li>&gt; Leads changes to models of care.</li> <li>&gt; Participate in workgroups/programs for consumer outcomes that extend beyond the unit/service/workplace.</li> </ul>

## **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.
- > Holds a Graduate Diploma in Mental Health Nursing (or equivalent).

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

- > Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation skills.
- > Ability to work effectively within a multidisciplinary team.
- > Ability to review and improve models of care to be person and family centred.
- > Demonstrated ability to foster a workplace environment that develops staff potential.
- > Proven ability for flexibility, innovation and creativity within the whole of service setting.
- > Demonstrated ability in leading and promoting consumer engagement initiatives.
- > Demonstrated ability in the leadership and facilitation of change management.
- > Ability to engage appropriately with Aboriginal consumers and community members to improve health outcomes.
- > Ability to engage and influence others to improve Aboriginal Health services provided to the local community.

#### **Experience**

- > Registered Nurse and or Midwife with at least 3 years post registration experience.
- > Demonstrated competence in the mental health nursing in accordance with the relevant standards.
- > Experience in management and leadership roles.
- > Experience with quality improvement activities.
- > Experience in the supervision and leadership of multidisciplinary staff, student nurses, enrolled nurses and less experienced registered nurses.
- > Experience working with Aboriginal consumers and communities to provide culturally appropriate health services.

#### **Knowledge**

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- > Knowledge of Australian National Safety and Quality and Safety Health Service Standards.
- > Knowledge of contemporary professional nursing and health care issues.
- > Can show evidence of a working knowledge of health issues and service barriers facing Aboriginal consumers.
- > Can show evidence of attending training in Aboriginal cultural issues and has the willingness and the ability to develop this knowledge within the team you manage and across the health service generally.

### **DESIRABLE CHARACTERISTICS**

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

- > Postgraduate qualifications in health management, speciality areas of mental health nursing and/or human services related discipline.

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

- > Skills in using computers, data systems and software relevant to mental health.
- > Demonstrated ability to forward plan and develop critical pathways.
- > Demonstrated ability to work in a higher level leadership position.
- > An empathy/understanding of people suffering from a mental illness and commitment to meeting the needs of consumers in the mental health service.

**Experience**

- > Experience in management and leadership roles in particular of multidisciplinary teams.
- > Experience in the financial, asset and human resources management of a service.
- > Experience in organisational strategic and business planning and implementation of strategies.
- > Experience working in regional Local Health Networks.

**Knowledge**

- > Knowledge of the South Australian Public Health System.



## 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 Local 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 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:

Six regional LHNs oversee the rural public health system in South Australia. These LHNs provide community, rehabilitation and acute services to approximately a third of SA's population. The Vision of the regional LHNs 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 the regional LHNs 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.

Eyre and Far North LHN MH's 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 & 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.

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

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

## Approvals

### Role Description Approval

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

**Name:**

**Role Title:**

**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:**