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## SA Health Job Pack

Job Title	Team Leader
Eligibility	Open to Everyone
Job Number	805092
Applications Closing Date	8 December 2022
Region / Division	Yorke and Northern Local Health Network
Health Service	Lower North Community Mental Health Team
Location	Clare
Classification	AHP3, RN/M3
Job Status	Ongoing Full Time
Salary	AHP3: \$99,629 - \$106,864 p.a RN/M3: \$114,560 - \$119,683 p.a

## Contact Details

Full name	Belinda Hall
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## 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 Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☐ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - 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>	Team Leader	<b>Classification</b>	AHP3	<b>Position Number</b>	Click here to enter text
<b>Region</b>	Yorke and Northern Local Health Network (LHN)	<b>Term</b>	Ongoing	<b>Position Created</b>	March 2016
<b>Area</b>	Yorke and Northern Lower North Community Mental Health (MH) Team	<b>FTE</b>	Click here to enter text	<b>Last Updated</b>	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 type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal consumer contact)			
<b>Broad Purpose of the Position</b>  <p>The Team Leader is an experienced clinician who works within Yorke and Northern LHN Mental Health (MH) service applying their clinical knowledge and experience to provide the pivotal co-ordination of evidenced based, recovery orientated consumer care delivery within the defined local region. The position is responsible for the line management, coordination and leadership of the local mental health team's activities. The position will ensure integration of services by working with government and non-government service providers to achieve continuity and quality of consumer care.</p> <p>The Team Leader is accountable for their own practice standards, activities delegated to others and the guidance and development of less experienced staff, in accordance with the <i>National Mental Health Policy</i> and the <i>Standards for Mental Health Services</i> and in a manner consistent with the stated <i>Vision</i> and <i>Values</i> of the LHN. The Team Leader is accountable for the delivery of high quality consumer care, for addressing inconsistencies between practice and policy; and for developing team performance and a positive work culture in the interest of consumer outcomes.</p>					
<b>Qualifications</b> <p>Must hold a recognised qualification within the professions of Social Work, Occupational Therapy or Psychology.</p> <ul style="list-style-type: none"> <li>For Occupational Therapy, must fulfill all requirements to obtain and maintain current practicing registration with the Occupational Therapy Board of SA.</li> <li>For Social Work, must be eligible for practicing membership of the Australian Association of Social Workers (AASW). Must have participated in ongoing professional development in line with AASW guidelines.</li> <li>For Psychology must hold a Masters Degree in Clinical Psychology or recognised equivalent and be registered to practice psychology, meeting National Registration requirements.</li> </ul>					

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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 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

- 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.
- Flexibility and some out of hours work may be required.
- Participation in an on call after hour's roster may be required.
- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check through the Screening and Licensing Unit, Department for Human Services (DHS).
- Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- National Police Certificates and Disability Services Employment Screening must be renewed every 3 years thereafter from date of issue.
- Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- 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

- Reports operationally to the Select Position, Select LHN for operational and administrative matters.
- Professionally reports to the discipline specific Advanced Clinical Lead within Rural and Remote Mental Health Service (RRMHS).
- Accountable to the Clinical Director RRMHS.
- Expected to negotiate own formal clinical supervision arrangement, in accordance with the LHN's Allied Health Clinical Supervision Framework.
- Provides direct line supervision, support and mentorship to members of the local region.
- The Team Leader has direct line management of the day to day responsibilities of staff within the local multidisciplinary MH Team.
- 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, Unit managers, mental health staff, and other health professionals.
- Liaises with MH consumers, carers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.

# 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>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>Will be required to comply with the requirements of the LHN's Procedure for Credentialing Allied Health and Scientific Health Professionals</li> <li>May be required to maintain a clinical caseload or clinical supervision responsibilities, the proportion of which may be subject to change, commensurate with other management / project / education / research responsibilities.</li> <li>Must be willing to undertake mandatory Management of Actual or Potential Aggression training.</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>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.</li> </ul>			<ul style="list-style-type: none"> <li>May be required to temporarily fulfil a higher position, appropriate to the skills and capacity of the incumbent.</li> </ul>
Key Result Areas	Generic Requirements	Specific or Local Requirements	
1 Technical Skills and Application	<p>1.1 Apply specialist professional expertise (including as a <i>Rural Generalist</i> or within a specific discipline specialty) in the provision of complex clinical and / or consultancy services across the LHN and / or within the relevant professional networks.</p> <p>1.2 Operate with professional independence, clinical competence and highly developed reflective-practice skills, drawing on professional direction in the application of new or sophisticated techniques.</p> <p>1.3 Apply detailed knowledge of the LHN's strategic directions, health unit operations, service delivery and workforce issues, and very high level professional skills to achieve responsibilities of a complex and varied nature.</p> <p>1.4 Provide advice to management on professional service development, practice and redesign, in response to demand and consumer needs.</p>	<ul style="list-style-type: none"> <li>Provides coordination, support and leadership to the local multidisciplinary team within the LHN's MH professional practice framework.</li> <li>Contributes to the identification, establishment and implementation of clinical protocols for the provision of programs and services in accordance with the LHN's MH Model of Care.</li> <li>Leads the team in needs analysis, establishment of appropriate local priorities, and redesign of care and treatment practices for the local area in line with the LHN's MH Model of Care.</li> <li>Creates and maintains partnerships with local services leading to an integrated approach to provision of mental health care.</li> <li>Manages Transfer of Care planning processes with tertiary based services.</li> </ul>	

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	<p>1.5 Show evidence of a working knowledge of health issues and service barriers facing Aboriginal consumers.</p>	<ul style="list-style-type: none"> <li>Manages service demand and all referrals to the team including workload allocation, supervision of ongoing involvement and discharge planning.</li> <li>Reviews and implements processes and practices in accordance with emerging service needs, care planning, evaluation results, risk management, identified imminent systems problems, and coordination of local activities with corporate systems.</li> <li>Integrates contemporary mental health practice, theory and personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level.</li> <li>Ensures the skills and knowledge of all staff are maintained and updated to meet personal, professional and service delivery needs.</li> <li>Supports participation of primary prevention and early intervention activities within the mental health service in line with the LHN's MH Model of Care.</li> </ul>
2 Personal and Professional Development	<p>2.1 Work under limited direction, accepting professional responsibility for a high standard of complex, specialised or strategically significant work, including providing advice to Management / Executive on the effective allocation of resources in the delivery of services across the LHN.</p> <p>2.2 Display a commitment to continuous personal and professional development by:</p> <ol style="list-style-type: none"> <li>Attending all mandatory training and actively pursuing other development as required to maintain currency of clinical knowledge (may include post graduate study);</li> <li>Actively developing the professional skills and competencies in others, by contributing to or facilitation education and training activities and acting as a mentor and / or clinical supervisor to less experienced staff;</li> <li>Utilising the support of mentors and peers, and fostering strong relationships with Universities, Professional Associations and other key stakeholders; and</li> <li>Actively participating in the Professional Development and Review (PR&amp;D) 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> </ol>	<ul style="list-style-type: none"> <li>Provide clinical leadership, education and support to the LHN MH professionals and students on placement in collaboration with other senior clinical staff on the team and with discipline leads, as appropriate.</li> <li>Provide direct operational supervision to the local MH team.</li> <li>Proactively draw on clinical advice and direction from superiors and clinical experts as required.</li> <li>In collaboration with the Select Position:             <ul style="list-style-type: none"> <li>Promote rural and remote mental health practice through education and training; and</li> <li>Identify and facilitate professional development requirements and opportunities in collaboration with clinical supervisors and discipline leads.</li> </ul> </li> <li>As part of the LHN's MH leadership group, contribute to professional development, education and training programs for MH staff across the LHN and other service providers.</li> <li>Lead the PR&amp;D process with staff, identify and facilitate individual learning needs and development priorities in collaboration with discipline supervisor.</li> <li>Contribute towards clinical research and undertake quality evaluation of effective mental health practice.</li> </ul>



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	<p>2.3 Facilitate the development of knowledge of effective practice by encouraging and supporting research, evaluation of services, and information sharing between professionals across regional LHNs, through relevant Networks and other Forums.</p> <p>2.4 May have managerial responsibilities, being responsible for:</p> <ol style="list-style-type: none"> <li>Leadership, guidance and / or line management of a multi-disciplinary or specialist team within the cluster, or across the LHN and / or a professional Network; and</li> <li>Attainment of Team or Cluster operational goals and objectives, and the facilitation and application of human resource management principles Including performance management and development.</li> </ol> <p>2.5 May have Senior Clinical Educator and / or Senior Researcher responsibilities, including:</p> <ol style="list-style-type: none"> <li>The coordination of clinical placements for a profession across the LHN MH service or multiple professions within a Cluster;</li> <li>Contribution to clinical education within regional LHN MH service or in partnership with Universities; and</li> <li>Conducting research and / or quality evaluation within a cluster, whole of regional LHN MH service or within the professional network.</li> </ol>	<ul style="list-style-type: none"> <li>Develop and maintain inter and intra-professional clinical networks across MH services, actively sharing and seeking out knowledge of effective practice.</li> <li>Supporting staff to access appropriate discipline specific clinical supervision and support.</li> <li>Ensure efficient management and utilisation of staff by monitoring workloads and workflows through statistical data, annual performance appraisals, and liaison and feedback from consumers and other agencies.</li> <li>Develop and maintain a learning environment, taking a coaching approach to team development, individual capability development and performance management.</li> <li>Maintain productive working relationships and effectively manage and resolve conflict issues.</li> <li>Ensure skills and knowledge of all staff are maintained and updated to meet personal, professional and service delivery needs.</li> </ul>
3 Consumer / Customer Service	<p>3.1 Treat all consumers with respect, identifying and pursuing opportunities to work in partnership with stakeholders to improve the quality of services across the LHN.</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 LHN level to meet these needs.</p> <p>3.3 As a clinical / professional leader, contribute to improvement the consumer-journey driven distribution of services and ensuring consumer-centred practice and community engagement principles are embedded into the planning, delivery and evaluation of services.</p> <p>3.4 Engage appropriately with Aboriginal consumers and community members to improve health outcomes.</p> <p>3.5 Demonstrate experience working with Aboriginal consumers and communities to provide culturally appropriate health services.</p>	<ul style="list-style-type: none"> <li>Ensures services are accessible, culturally sensitive to the needs of people from diverse backgrounds, consistent with relevant National Frameworks, and uphold the right for people to actively participate in their own health care and decision making.</li> <li>Works within an evidenced based recovery orientated framework and encourage and promote the active participation of consumers and carers in decision making at various levels, including service planning, development, design, delivery and evaluation of services.</li> <li>Encourages and promotes the active participation of consumers and carers in decision making at various levels, including service planning, development, design, delivery and evaluation of services.</li> <li>Fosters community awareness of the service and act as a resource person for the community regarding MH's core business.</li> </ul>
4 Administration and Documentation	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p>	<ul style="list-style-type: none"> <li>Develops appropriate clinical and administrative resources to inform clinical practice and services in delegated program areas.</li> </ul>

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	<p>4.2 Proactively question existing practices and use of the LHN resources, and support clinicians to pursue appropriate alternatives where necessary.</p> <p>4.3 Prepare comprehensive, high-level reports and / or presentations to assist management and executive decision making.</p> <p>4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems (including Quality Risk &amp; Safety [QRS], Adequate Records Management [ARM] and Client Management Engine [CME]).</p> <p>4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role.</p> <p>4.6 May be required to initiate and manage programs and / or projects which may include management of a multi-disciplinary project team.</p>	<ul style="list-style-type: none"> <li>Ensures use of statistical information for planning and evaluation of services.</li> <li>Ensures compliance with all relevant legislation, government and LHN policies, procedures and practices, and apply benchmarks and standards for consumer care.</li> <li>Ensures the provision of a healthy, safe and equitable working environment by adhering to the principles and standards of OHS and Equal Employment Opportunity Legislation.</li> <li>Appropriately manages allocated budgets and resources in an effective and efficient manner in accordance with the LHN policies and procedures.</li> <li>Ensures the purchasing / maintenance of equipment and capital assets comply with LHN and SA Health policies and procedures.</li> <li>Ensures that Recruitment processes are conducted in a manner that meets LHN and SA Health Workforce and Human Resource requirements.</li> <li>Assesses the professional, technical and economic impacts of programs developed and provides regular reports.</li> <li>Contributes to the development of key policies, planning and decision making processes for own area of responsibility.</li> </ul>
5 Teamwork and Communication	<p>5.1 Contribute to the LHN-level strategic workforce planning and service development, to ensure services are effective, efficient, equitably distributed (according to need) and based on evidence.</p> <p>5.2 Promote intra-disciplinary collaboration between clinicians across LHNs and the development of inter-professional and across-sector partnerships to improve the quality, safety and integration of services.</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 the LHN and with external agencies.</p> <p>5.5 Provide clinical leadership in the application of the LHN's strategic directions, values and priorities within the relevant discipline and / or specialty area(s).</p> <p>5.6 Ensure integration of services with both internal and external key stakeholders relevant to the provision of mental health services.</p>	<ul style="list-style-type: none"> <li>Provides and encourages regular and constructive feedback so that staff are provided with necessary information, instruction, training and supervision to effectively and safely carry out their work.</li> <li>Being aware of own communication style and behaviours, and modifies these to achieve positive outcomes and relationships.</li> <li>Ensures effective communication systems between team members and other components of the service are established which enable a two way flow of information.</li> <li>Utilises mechanisms which support positive working relationships, collaboration and partnership within and across teams and result in a safe, fair and equitable workplace, free from risks and hazards.</li> <li>Establishes and maintaining mental health networks and partnerships with both internal and external stakeholders in the development, provision and evaluation of holistic mental health services.</li> </ul>



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	<p>5.7 Engage and influence others to improve Aboriginal Health services provided to the local community.</p> <p>5.8 Engage and influence others to improve Aboriginal Health services provided to the local community.</p>	<ul style="list-style-type: none"><li>▪ Liaises, consults, coordinates and collaborates with consumers, carers, other staff and agencies, within the framework of the LHN's MH Model of Care.</li></ul>
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# POSITION DESCRIPTION

<p>6 Continuous Improvement</p>	<p>6.1 Play a leadership role in the ongoing evaluation and continuous improvement of the LHN services, including an emphasis on workforce development, risk management, clinical supervision and support.</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 Where appropriate, contribute to the investigation of consumer complaints and preparation of Ministerial Briefings related to the scope of the role, with a view to informing systematic improvements to services at the LHN level.</p> <p>6.4 Contribute to service development through discipline-specific, multi-disciplinary and trans-professional research and evaluation, applying high level self-reflective practice skills, assessing and reviewing the standards of work of other professional officers, and producing recommendations to assist Management / Executive decision making.</p> <p>6.5 Comply with the Code of Ethics for Public Sector Employees.</p> <p>6.6 Show evidence of attending training in Aboriginal cultural issues and have the willingness and the ability to develop this knowledge within the team you manage and across the health service generally.</p>	<ul style="list-style-type: none"> <li>▪ Regularly reviews the effectiveness of team operations and service outcomes.</li> <li>▪ Analyses situations and identifies community needs by developing organisational objectives to meet these needs.</li> <li>▪ Monitors key performance indicators for area of responsibility and address any issues arising.</li> <li>▪ Works within the MH leadership team to attain consistency of clinical practice standards and local service outcomes.</li> <li>▪ Maintains knowledge of human resource and financial delegation responsibilities.</li> <li>▪ Investigates and responds to complaints, incidents and accidents reported via the Safety Learning System (SLS) as required.</li> <li>▪ Actively participates in regional service planning initiatives.</li> <li>▪ Actively participates in improvements in the quality and safety of MH services, including facilitating activities required to achieve Accreditation and compliance with National Standards, Legislation and Organisational Policies.</li> </ul>
<p><b>Approved by Authorised Officer</b></p>	<p>..... / /</p>	<p><b>Accepted by Incumbent</b></p> <p>..... / /</p>

# APPLICANT GUIDELINES

<b>Job Title</b>	Team Leader	<b>Classification</b>	AHP3
<b>Region</b>	Yorke and Northern Local Health Network (LHN)	<b>Term</b>	Ongoing
<b>Area</b>	Yorke and Northern Lower North Community Mental Health (MH) Team	<b>FTE</b>	1.0

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	<ol style="list-style-type: none"> <li>a) Your professional qualifications, professional association membership and registration status (if relevant) – <i>refer to page 1 for minimum qualification requirements.</i></li> <li>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;</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 development, research and evaluation;</li> <li>▪ Project management skills and experience; and</li> <li>▪ Examples of how you have applied primary health care principles to the development and reorientation of services.</li> </ul> </li> <li>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> </li> </ol>
2. Personal and professional development	<ol style="list-style-type: none"> <li>a) Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others (eg: additional post-graduate qualifications).</li> <li>b) Detail your leadership and management style and experience, including examples of problem solving through difficult situations.</li> </ol>
3. Consumer / Customer Service	<ol style="list-style-type: none"> <li>a) Detailed knowledge of and commitment to the LHN's values, strategic directions and priorities.</li> <li>b) Extensive experience and skills in community engagement, consumer / family-centred practice and cultural competency – and examples of how you have supported others to develop and apply these skills.</li> <li>c) Knowledge of Aboriginal Culture and how this impacts on service delivery.</li> </ol>
4. Administration and Documentation	<ol style="list-style-type: none"> <li>a) Highlight relevant skills, experience and training – including those related to data management, budget management, competent use of technology, post-graduate / professional development qualifications.</li> </ol>
5. Teamwork and Communication	<ol style="list-style-type: none"> <li>a) Outline your communication and team work skills, with examples that demonstrate your ability to lead an effective team of diverse membership.</li> <li>b) Previous contribution to service planning and development at local, cluster, regional or state level.</li> </ol>
6. Continuous Improvement	<ol style="list-style-type: none"> <li>a) Examples of how you have contributed previously to quality improvement, evaluation and / or research of relevance to your profession and professional leadership.</li> </ol>



## 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>	Yorke and Northern Local Health Network(LHN)
<b>Hospital / Service / Cluster</b>	Mental Health (MH)
<b>Division:</b>	Select Rural Region
<b>Department /Section / Unit / Ward:</b>	Select Local Team Select Service Type
<b>Role reports to:</b>	Reports operationally to the Director Mental Health Yorke and Northern.  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 aircraft 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.

Select 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.

### Integrity Statement

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards.

## 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:**