

Position Description



Working in Southern NSW Local Health District - People Caring for People

Working with our communities to foster trust and engagement in the care they need to live healthy lives. Our staff work in collaboration with other health care team members to ensure the needs of our patients and families are central to all decision making.

When you choose to work within the Southern NSW Local Health District, **you are committing to and are accountable for demonstrating the CORE values and behaviours of Collaboration, Openness, Respect and Empowerment.**

Complete this Position Description template after reading the [SNSWLHD Guide to Writing a Position Description](#). Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Position Title	Nurse Manager – Operations Mental Health Services
Award	Public Health System Nurses & Midwives (State) Award
Position Classification	Nurse Mgr Gde 4
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	The Nurse Manager – Operations has responsibility within the Directorate of Inpatient Services of ensuring effective and best practice patient flow processes. Advising the Director of Inpatient Services on all matters operational e.g., does clinical practice align with policy/procedure and supporting nurse unit managers to meet the daily demands of consumer care and staff safety.

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Work with the Director Inpatient Services and in collaboration with the mental health inpatient and community managers, the LHD general hospitals managers and external agencies to facilitate coordinated, timely and efficient consumer journeys that are in keeping with the service's key performance indicators and targets in relation to patient flow.
2. Work with the LHD Manager Patient Flow, Waitlist & Whole of Health Program to ensure the mental health use of patient flow principles and the Patient Flow Portal are consistent with LHD best practice
3. Oversee the day-to-day management of the daily staffing across all mental health inpatient units in collaboration with the Nurse Unit Managers
4. Ensure the Nursing Hours per Patient Day in collaboration with the Nurse Unit Managers is maintained at agreed upon targets across the two acute mental health inpatient units
5. Monitor incident notifications daily and ensure Nurse Unit Managers are meeting KPIs with respect to off 'new' and action in the case of Nurse Unit Manager unplanned absenteeism
6. Advise the Director Inpatient Services of any operational concerns arising between compliance with policy & procedure and actual clinical practice
7. Monitor and evaluate practices relating to patient flow through data collection, analysis and reporting mechanisms

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8. Provide leadership and accountability for the service's After-Hours Nurse Manager workforce & ensure a continuity of patient flow across the 24-hour day
9. Work with the Director Inpatient Services on quality improvement initiatives as directed

Key Challenges *(max of 3 key challenges)*

1. Working with many stakeholders and across multiple sites within the LHD, often in a virtual medium, to ensure the effective coordination of patient flow to ensure a high standard and continuity of consumer care
2. Ensuring a continuity of care across the 24-hour day by ensuring the after-hours nurse manager workforce is well aligned with the Director Inpatient Services priorities, governance structures and systems

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Director Inpatient Services	Direct reporting
2	Managers mental health and general hospital services	Operational and patient flow coordination
3	After hours nurse managers	Direct reports
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Potential consumer referrals for mental health services inpatient care	Review and accept/not accept referrals and repatriations into the mental health service
2	Potential consumer referrals for transfer of care	Repatriation out to another mental health services and/or LHD

Staffing

Direct Reports	1.2 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse (Division 1) and current NSW Drivers Licence

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Holding relevant tertiary qualifications and/or working towards or equivalent experience.
2. Recent nurse unit manager experience at a minimum and preferably in an acute mental health inpatient unit
3. Demonstrated sound knowledge of current mental health clinical practice, governance, and legislation guiding mental health service delivery
4. Demonstrated excellent leadership, communication, and interpersonal skills.
5. Significant problem solving, conflict resolution, negotiation, and delegation skills with demonstrated capacity to achieve satisfactory agreed outcomes.
6. Proven experience at inpatient unit service management with a strong focus on consumer care and quality systems.
7. Demonstrated experience in workplace safety and risk management, including knowledge and understanding of relevant legislative and industrial processes.
8. Unrestricted Class C Driver's licence and willingness to travel to sites across SNSW LHD

Other Requirements

(Note this section is standard across SNSWLHD and is not to be changed or edited)

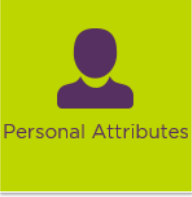



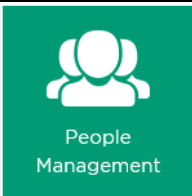

Southern NSW Local Health District is committed to providing a patient centred environment focusing on all aspects of patient safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.

All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

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Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	