

POSITION DESCRIPTION

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| POSITION TITLE | Team Manager – Adult Care Coordination Team |
| STAFFLINK POSITION NO. | |
| COST CENTRE | 261744 / 261752 / 263988 |
| CLASSIFICATION | Nurse Unit Manager level 3, Health Manager level 3 (Occupational Therapist; Psychologist; Social Worker) |
| AWARD | Public Health System Nurses' & Midwives (State) Award Health Managers (State) Award |
| REGISTRATION/LICENCE REQUIREMENTS | Registered with AHPRA |
| VACCINATION CATEGORY | Category A |
| PRE-EMPLOYMENT SCREENING CHECKS | Working With Children and National Criminal Record Check |
| RESPONSIBLE TO | NBCMHS Community Services Manager |
| List the direct reports of this position | Senior Allied Health Clinical Lead – Adult Care Coordination Adult Care Coordination Team Clinicians Administrative staff |
| PRIMARY PURPOSE OF THE ROLE | <ul style="list-style-type: none"> • The Team Manager manages a multidisciplinary team of clinicians to provide consumer focused, evidence based & trauma informed and recovery centred MHDA services to consumers, carers and families. • Every consumer is allocated a Care Co-ordinator who will be the key contact to support individuals develop their recovery plan and personal goals • Make relevant professional contribution to the structure and function of the multi- disciplinary team, and actively contribute to the growth and development of the team • Be aware of, and abide by, appropriate professional ethics, and any other ethics of the Service • Maintain and develop professional and clinical skills by actively engaging in peer review and ongoing education • Liaise with equivalent positions across NSLHD and participate in relevant area committees and strategic planning and bench marking. |
| KEY ACCOUNTABILITIES <i>(Maximum of 8)</i> | Management and Clinical Care <ul style="list-style-type: none"> • Ensure the multidisciplinary team involves consumer advocates & family and carer workers in care planning to support and encourage effective individual consumer and carer participation in care planning. • Monitor and report, and when necessary develop actions, on all clinical activities of the multidisciplinary team to determine if we are succeeding in service benchmarking and improvement. • Ensure the implementation of all governance and quality requirements of the multidisciplinary team as determined by the service to ensure quality and safety, and the sustainable use of available resources. • Manage and report on the human resource requirements of the multidisciplinary team to ensure a sustainable, efficient and effective workforce that supports consumers, clients and their families and carers. |

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| | <ul style="list-style-type: none"> • Monitor clinician adherence to the principles and legal requirements of the NSW legislative framework to ensure consumers and carers and families receive the standard of care the legislative framework requires. • Ensure the human, physical and financial resources of the unit are managed, in collaboration with relevant subject matter experts, to deliver safe and efficient health care within available resources. The incumbent will utilise problem solving skills in relation to issues within the ward or unit. • The Manager will monitor and maintain a safe environment for patients, staff and visitors, in collaboration with the relevant subject matter experts. | |
| KEY CHALLENGES <i>(Maximum of 3)</i> | <ul style="list-style-type: none"> • Managing all aspects the ward or unit to ensure high quality patient care is delivered through the efficient use of resources. • Managing the ward or unit in a fiscal manner which ensures appropriate use of resources and meeting the budget allocation. • Managing a busy and varied workload with competing demands and priorities. | |
| KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i> | WHO | WHY |
| | <ul style="list-style-type: none"> • Inpatient Units NSLHD and Northern Beaches Hospital (NBH) • Community NBCMHS • MHDA | To support the effective delivery of care to consumers in the community and support safe transition between inpatients and safe and supported community care and follow up. |

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| KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i> | WHO | WHY |
| | Other Units in Northern Sydney Area Mental Health Service and other referring Mental Health Services. | To support the effective delivery of care to consumers in the community requiring mental health care and support inclusive of families and carers. |
| | Consumers, carers, families & Community managed organisations | To support person centred care and health outcomes. |
| SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i> | Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them. | |
| | Current registration with Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse, Occupational Therapist, Psychologist, or eligible for membership of Australian Association of Social Workers for Social Workers. | |
| | Relevant post-registration qualifications in mental health with at least 5 years' experience including experience in management positions within the clinical area of specified post-graduate qualification. | |
| | Demonstrated skills and experience in organisational change and service development, including the implementation of systems to manage the core business of the service. | |
| | Able to demonstrate excellent verbal and written communication skills, interpersonal skills, advanced computer skills and problem solving abilities. | |
| | Demonstrated ability to provide clinical leadership that facilitates the ongoing development of evidenced based clinical practice and service improvement. | |
| | Understanding of, and commitment to the effective and meaningful engagement of clinicians in the decision making process that impacts on positive patient outcomes | |
| | Current NSW Drivers Licence | |
| OTHER REQUIREMENTS | Northern Sydney Local Health District is committed to providing a person centred environment focusing on all aspects of 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. | |
| | As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. | |

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis
 Occasional: activity exists up to 1/3 of the time when performing the job
 Frequent: activity exists between 1/3 and 2/3 of the time when performing the job
 Constant: activity exists for more than 2/3 or the time when performing the job
 Repetitive: activity involved repetitive movements
 Not Applicable: activity is not required to perform the job

| Physical Demands | Frequency |
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| Sitting - remaining in a seated position to perform tasks | Frequent |
| Standing - remaining standing without moving about to perform tasks | Frequent |
| Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes | Occasional |
| Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes | Infrequent |
| Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks | Occasional |
| Trunk Twisting - Turning from the waist while sitting or standing to perform tasks | Occasional |
| Kneeling - remaining in a kneeling posture to perform tasks | Infrequent |
| Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks | Infrequent |
| Leg / Foot Movement - Use of leg and / or foot to operate machinery | Infrequent |
| Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps | Infrequent |
| Lifting / Carrying - Light lifting & carrying: 0 - 9 kg | Occasional |
| Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg | Infrequent |
| Lifting / Carrying - Heavy lifting & carrying: 16kg & above | Infrequent |
| Reaching - Arms fully extended forward or raised above shoulder | Occasional |
| Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body | Occasional |
| Head / Neck Postures - Holding head in a position other than neutral (facing forward) | Occasional |
| Hand & Arm Movements - Repetitive movements of hands and arms | Occasional |
| Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands | Occasional |
| Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work | Infrequent |
| Driving - Operating any motor powered vehicle | Occasional |

| Sensory Demands | Frequency |
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| Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens | Frequent |
| Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries | Frequent |
| Smell - Use of smell is an integral part of work performance e.g. Working with chemicals | Not applicable |
| Taste - Use of taste is an integral part of work performance e.g. Food preparation | Not applicable |
| Touch - Use of touch is an integral part of work performance | Not applicable |
| Psychosocial Demands | Frequency |
| Distressed People - e.g. Emergency or grief situations | Frequent |
| Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness | Frequent |
| Unpredictable People – e.g. dementia, mental illness, head injuries | Occasional |
| Restraining - involvement in physical containment of patients / clients | Not applicable |
| Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies | Infrequent |
| Environmental Demands | Frequency |
| Dust - Exposure to atmospheric dust | Not applicable |
| Gases - Working with explosive or flammable gases requiring precautionary measures | Not applicable |
| Fumes - Exposure to noxious or toxic fumes | Not applicable |
| Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE | Not applicable |
| Hazardous substances - e.g. Dry chemicals, glues | Not applicable |
| Noise - Environmental / background noise necessitates people raise their voice to be heard | Not applicable |
| Inadequate Lighting - Risk of trips, falls or eyestrain | Not applicable |
| Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight | Not applicable |
| Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C | Not applicable |
| Confined Spaces - areas where only one egress (escape route) exists | Not applicable |
| Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground | Not applicable |
| Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls | Not applicable |
| Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks | Not applicable |
| Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases | Not applicable |