



POSITION DESCRIPTION

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| Date | July 2022 |
| Position Title | After-hours Clinical Nurse Manager – Bethesda Clinic |
| Division | Mental Health |
| Reports to | Inpatient Service Manager |

SECTION 1

Mission, Vision and Values

Mission: - To deliver the highest quality healthcare experience for patients

Vision: - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

Values: Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary and Role Purpose

Bethesda Clinic is a 75-bed private mental health facility providing inpatient and outpatient mental health care services.

The position reports to the Inpatient Service Manager and is part of the Bethesda Clinic leadership team.

The After-hours Clinical Nurse Manager (CNM) is responsible for leading and managing the clinic after-hours, to deliver evidence-based care to achieve optimal patient outcomes within allocated resources.

The CNM has direct responsibility for improving and maintaining standards, developing solutions, and delivering outcomes consistent with service and organisational goals and private health care providers expectations.

The CNM ensures the ward meets the requirements for the delivery of a person-centred service that is recovery-oriented and trauma-informed, against the key indicators of quality, budget and human resources.

The position provides expert advice within their area of expertise to relevant internal and external customers. This position is a hands-on, broad leadership and highly visible role with a commitment to building strong relationships across the facility.

SECTION 3
Key Working Relationships

| INTERNAL | EXTERNAL |
|--------------------------------------------------|-----------------------|
| General Manager | General Practitioners |
| Inpatient Service Manager | Private Psychiatrists |
| Wellness & Recovery Centre Coordinator | Suppliers/Contractors |
| Medical Director(s) | Private Health Funds |
| Clinical Nurse Managers and Therapy Coordinators | |
| Corporate & Support Services Manager | |
| Triage & GP Liaison / Discharge Coordinator | |
| All staff | |

SECTION 4
Key tasks, Responsibilities, Outcomes and Activities

Clinical

- Provides clinical leadership, expertise and consultancy to nursing, medical and allied health care professionals and providers in the area of responsibility.
- Reviews and consultant with the multi-disciplinary team on matters of complex care.
- Acts as a team leader in a multi-disciplinary approach to patient care.
- Works collaboratively with Triage Officer to ensure seamless consumer experience.
- Collaborates with multi-disciplinary team and GP Liaison / Discharge Coordinator to ensure individual patient needs are met and continuity of care is maintained through effective discharge/transfer planning.
- Development and coordination of inpatient services targeted to meet the needs of consumers of the Bethesda Clinic.
- Coordinates nursing services and responsible for effective allocation of staff, including creating and updating rosters, and emergency leave management.
- Develops, promotes, evaluates and documents standards of nursing practice.
- Acts as a clinical resource and provides advice on clinical practice and clinical governance. Ensure nursing services are provided in a manner which is culturally appropriate to people of Indigenous and other culturally diverse backgrounds
- Manage health care incident complaints and feedback systems utilising the Bethesda's Complaints Process Policy.
- Leads and supports clinical staff in the identification and management of clinical risk.
- Takes a leadership role in implementation and maintenance of the standards of the governing accreditation body.
- Holds portfolio relevant to organisational requirements and specific areas of expertise and interest.

Leadership

- Role models and promotes positive relations with clients, peers, medical staff, allied health colleagues and members of the general public.

- Maintain effective and efficient communication with all members of the multidisciplinary team, community and external agencies.
- Role Models and promotes the ANMC Code of Professional Conduct for Nurses Role Models and promotes the philosophies, values and goals of Bethesda Health Care
- Provides supervision and guidance to staff.
- Provides leadership in relation to critical incidents, including provision of support and debriefing for consumers and staff.

Operational Management

- Coordinates clinic operations after hours in close collaboration with Shift Coordinators of each ward.
- Utilises high level managerial skills when establishing suitable systems to achieve the key performance indicators.
- Manages performance of self and staff within the ward, including managing substandard performance and misconduct in consultation with Inpatient Service Manager.
- Responsible for efficient utilisation of human, financial and material resources.
- Assists with the review and implementation of Bethesda policies and procedures and site specific guidelines.
- Works collaboratively with the Inpatient Service Manager to develop, implement, and evaluate business plan for the inpatient wards.
- Responsible for responsible allocation of resources after hours and ensuring appropriate resourcing for oncoming shift by assessing requirement and sourcing staffing required.
- Contribute to the development and implementation of orientation, in service and professional development in line with identified staff training needs and in collaboration with the Staff Development Educator and broader Bethesda Health Care Learning and Development Team.
- Ensures casual or agency staff are appropriately oriented to their work environment after-hours.
- Assists in data collection and interpretation to support program development and evaluation to help meet the strategic and operational needs of inpatient services.
- Responsible for resourcing consistent with targets.
- Participates in relevant committees and working groups, where appropriate.
- Escalating issues where appropriate to senior management.
- Compiling and distributing 24 hours facility wide report prior to the end of each shift.
- Works within the Bethesda Health Care delegation schedule.
- Takes role as Incident Controller if critical incidents occur after-hours.
- Liaises with VMOs regarding clinical management when clinical concerns requiring urgent response are identified
- Oversees the security of the facility after-hours including initiating emergency lockdown of the facility if required.
- Liaises with the on-call manager, on-call engineer for escalation as required. Responsible for ensuring relevant parties are informed of incidents as per the Bethesda Clinic Notifiable Incidents Policy

Preventing and Controlling Health Care associated Infection

- Perform hand hygiene as per Hand Hygiene Australia.

- Ensures all staff are compliant with Health and Safety legislation and oversees the provision of a safe work environment.
- Adhere to policies, procedures and standard operating procedures.
- Report incidents, hazards and injuries.
- Takes responsibility for own health and safety and that of others who may be affected by workplace conduct.
- Raises OSH issues with OSH representative/s.

SECTION 6
Quality and Risk

- Record initiatives and issues in Bethesda Health Care’s Risk Management System (One Vault).
- Abide by Bethesda Health Care’s Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act and all other relevant legislation.
- Complete mandatory training and participate in development reviews.

SECTION 7
Partnering with the Consumer

- Working in partnership with consumers to develop holistic, trauma informed and recovery-oriented care, in a genuine and collaborative way.

SECTION 8
Selection Criteria

| Qualifications |
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| <p>Essential</p> <ul style="list-style-type: none"> • Tertiary qualifications in Nursing and eligible for registration with the relevant health professional Board of Australia. <p>Desirable</p> <ul style="list-style-type: none"> • Post-graduate qualifications or progress towards same in Mental Health and/or Alcohol and Other Drug (AOD), management. |
| Knowledge and skills |
| <p>Essential</p> <ul style="list-style-type: none"> • Demonstrated and well developed managerial and leadership skills. • Demonstrated high level communication and interpersonal skills. • Demonstrated contemporary knowledge of the range of mental health issues that are prevalent within private mental health treatment facilities. <p>Desirable</p> <ul style="list-style-type: none"> • Quality improvement and risk management processes • Computer literacy and health information technology skills • Understanding of private mental health funding, policy and accreditation. |
| Experience |

Essential

- Experience coordinating operations of mental health facility.
- Working effectively with multi-disciplinary team including external providers
- Determining and exceeding customer expectations, both consumer and Visiting Medical Officer (VMO)
- Building and sustaining relationships with colleagues and customers

Desirable

- Experience in private mental health services.



SECTION 9
Acceptance of Position Description

Employee

Date

Manager

Date