



HSS REGISTERED

Team Leader
Health Salaried Officers Agreement: G-8
Position Number: 602902
Mental Health Emergency Response Line (MHERL) / Rural link
Mental Health Division RPBG East Metropolitan Health Service

Reporting Relationships

Service Co-Director
Hospital Salaried Officers Agreement G-14
Position Number: 602504



Program Manager
Hospital Salaried Officers Agreement G-10
Position Number: 11346



This Position



Directly reporting to this position:

Title	Classification	FTE
• Senior Registered Nurses	SRN2	8.5
• Allied Health	HSU G-7	3.0
• Clerical Staff	HSU G-2/3	1.4

← Also reporting to this supervisor:

- Team Leader, HSO G-8, 4.0 FTE

Key Responsibilities
 Accountable for the standard of care and for the coordination of nursing and multidisciplinary services provided to clients. Provides leadership, direction and management of the human, financial and material resources within MHERL in accordance with policies, philosophies, objectives and goals of the organisation. Ensures collaboration and engagement with key stakeholders to ensure consumer centred care and evidence-based service delivery for this population.

Brief Summary of Duties (in order of importance)

1. Leadership and Governance

- 1.1 Provides leadership, direction and management of the human, financial and material resources within MHERL in accordance with the policies, philosophies, objectives and goals established through consultation with staff and in accordance with the directions of the East Metropolitan Health Service and other relevant health services.
- 1.2 Provides advice and consultancy to the Program Manager and Service 3 Co-Directors.
- 1.3 Accountable for the standard of service, multidisciplinary care and for the coordination of the team.
- 1.4 Fosters and promotes evidence based care, education, quality improvement and research programs for clients.
- 1.5 Facilitates the development of relationships with key stakeholders and other providers of care to clients.
- 1.6 Participates in policy development at a local and national level to reflect Western Australian context.
- 1.7 Initiates and maintains consumer engagement to inform and enhance service delivery.

2. Management

- 2.1 Coordinates and directs daily operations of the team in consultation with the relevant Program Manager.
- 2.2 Advises the multidisciplinary team on the development, implementation and evaluation of individualised mental health care plans.
- 2.3 Participates in the formulation, monitoring and evaluation of the operational plan. Accountable for ensuring the identified targets and objectives are met.
- 2.4 Actively participates in the development of the strategic direction of the service.
- 2.5 Oversees the recruitment and selection of staff in accordance with Public Sector Standards.
- 2.6 Monitors the performance of positions under direct supervision and provides advice, clinical supervision and mentorship.
- 2.7 Facilitates regular team business meetings.

3. Strategic Direction / Reform Agenda

- 3.1 Identifies, analyses and evaluates trends and activity within the team's workforce.
- 3.2 Uses effective change management strategies to improve practice both internal and external to the health service.
- 3.3 Leads and participates in research and quality improvement initiatives in relation to reform agenda and innovations.
- 3.4 Coordinates and participates in forums and workshops to develop strategies to pro-actively manage key reforms and support effective change management practice.
- 3.5 Actively represents/escalates statewide issues within appropriate interagency forums and proactively negotiates resolution to systemic barriers impacting the service,

- 3.6 Engages relevant stakeholders in developing partnerships to improve equity of access and evidence-based best practice across EMHS.

4. Financial Management

- 4.1 Responsible for the allocated budget through management of human, financial and material resources for the area of responsibility and evaluate budgetary outcomes.

5. Clinical Governance

- 5.1 Provides leadership and consultancy to nursing, medical and allied health care professionals and providers in the areas of specialty.
- 5.2 Develops, implements and promotes evidence based standards and policies that are compliant with relevant professional, industrial and legislative requirements.
- 5.3 Accountable for clinical governance by monitoring compliance and in the development, implementation and evaluation of protocols, policies and procedures in accordance with best practice principles.
- 5.4 Promotes and participates in the development of a continuous quality improvement environment ensuring evidence based, outcome focused culture of improving performance within a multidisciplinary team.
- 5.5 Ensures effective data collection and management within the team to ensure accurate reporting and identification of service fluctuations.
- 5.6 Ensures compliance with legal requirements. Investigates, monitors and delegate issues appropriately e.g.: ministerial correspondence, enquiries and consumer/staff complaints. Provides reports on critical incidents and prepares public information documents as required.
- 5.7 Participates in clinical roster as per service requirements as a Senior Mental Health Practitioner at an advanced level by providing specialist mental health assessment
- 5.8 Performs duties in accordance with relevant Occupational Health and Safety and Equal Opportunity Legislation.

6. Communication

- 6.1 Provides a consultancy service for a broad range of customers and health professionals.
- 6.2 Maintains open and collaborative (verbal and written) communication and relationships with relevant stakeholders (internal and external to the service).
- 6.3 Coordinates consumer/carer engagement and community liaison to promote and enhance service delivery.
- 6.4 Positively and effectively represents the team in internal and external forums relevant to the area of expertise.

7. EMHS Governance, Safety and Quality Requirements

- 7.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision
- 7.2 Ensures relevant and contemporary professional development and training of staff occurs regularly.
- 7.3 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 7.4 Supports the delivery of safe consumer care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 7.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 7.6 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 7.7 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

8. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated relevant significant clinical knowledge, experience and leadership in a complex health service environment.
2. Knowledge and understanding of trauma informed care and creating culturally secure service models
3. Highly developed analytical, conceptual, change management and problem-solving skills.
4. Demonstrated knowledge of quality improvement principles and experience in their practical application in the achievement of customer service/delivery needs.
5. Highly developed communication, consultation, negotiation and conflict resolution skills.
6. Demonstrated ability to lead and work effectively as part of a multi-disciplinary team.
7. Demonstrated knowledge and application of contemporary human, physical, and financial resource management principles.
8. Demonstrated skills in policy formulation, implementation and evaluation.
9. Well-developed computer skills and experience with clinical records management systems.
10. Current knowledge of legislative obligations for Equal Opportunity, Disability Services, Occupational Safety and Health, Carer Recognition Act and other relevant legislation and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Professional qualification in a relevant health care discipline.
2. Knowledge of the state and national health policy frameworks which impact on health service delivery in Western Australia and on the Hospital and Health Service.
3. Demonstrated experience within a community mental health setting.
4. Possession of or significant achievement toward a relevant post graduate qualification or accredited course.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager / Supervisor

Signature

or

HE

Date

Dept. / Division Head

Signature

or

HE

Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name

Signature

or

HE

Date

Effective

HSS Registration Details (to be completed by HSS)

Created on _____

Last Updated
on _____

November 2021