



HSS registered

## Clinical Nurse Manager - Mental Health After Hours

### Position Details

Position Number: 008973  
Classification: SRN Level 3  
Agreement: Nurses and Midwives Agreement  
Directorate: Mental Health Specialties  
Department: State Forensic Mental Health Service  
Location: Frankland Inpatient

### Reporting Relationships

This position reports to:

008564	Coordinator of Nursing	SRN Level 7
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### Positions under direct supervision:

Nil

#### Primary Purpose of the Role

The Clinical Nurse Manager - After Hours (CNM-AH), Mental Health (MH) is the first line of accountability as an agent for the MH service and assumes control and responsibility for significant hospital and system wide issues occurring after hours. The CNM-AH coordinates the service and human and physical resources to effectively respond to the changing requirements of the clinical environment and functions as an agent for the MH service after hours.



**Vision**

A trusted partner, delivering excellent health care for our people and our communities.

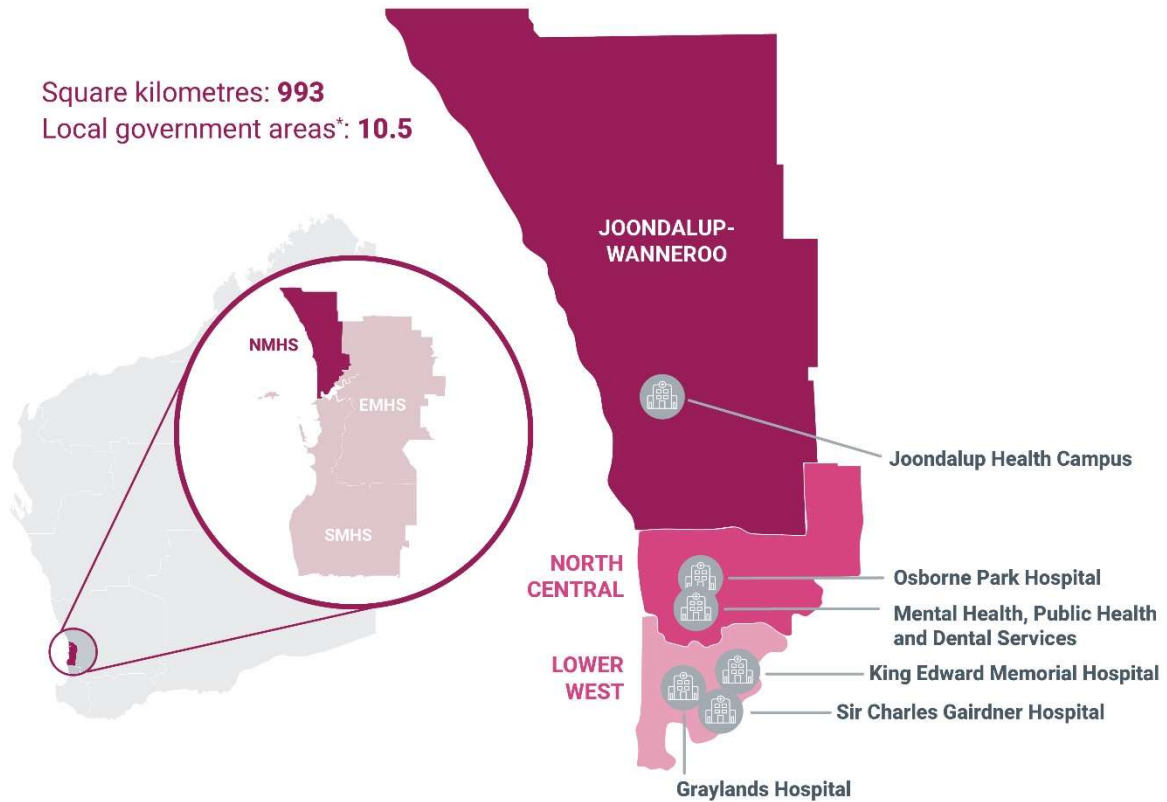


**Mission**

To promote and improve the health of our people and our communities.



Square kilometres: **993**  
Local government areas\*: **10.5**



**North Metropolitan Health Service**

Since our establishment in 2016, NMHS has embraced best practice to deliver improved clinical outcomes in the face of rising challenges for all healthcare providers. With a budget of \$2.16 billion and 8,917 full-time equivalent (FTE) staff, we serve a population of 736,907 people (about 28% of Western Australia’s total population) within a catchment area of almost 1,000 square kilometres. The population we serve is projected to increase by 17% between 2021 and 2031, and the number aged 65 years and older will increase by 41% over the same period. NMHS provides a comprehensive range of adult specialist medical, surgical, mental health and obstetric services in WA, delivered across three tertiary hospitals and two secondary hospitals, all fully accredited. NMHS oversees the provision of contracted public health care from Joondalup Health Campus operated under a public–private partnership. A range of statewide, highly specialised multidisciplinary services is offered from several NMHS hospital and clinic sites.



## Our values



### Care

We show empathy, kindness and compassion to all.



### Respect

We are inclusive of others and treat everyone with courtesy and dignity.



### Innovation

We strive for excellence and are courageous when exploring possibilities for our future.



### Teamwork

We work together as one team in a spirit of trust and cooperation.



### Integrity

We are honest and accountable and deliver as promised.

Please refer to [NMHS Values – Organisational/Individual Behaviours](#) for information on individual behaviours that reflect the organisation's values.

## Our strategic priorities

We are focussing on six strategic priorities for the 2020-2025 period:



### Enabling healthy communities

We build healthy and engaged communities



### People-centred care

We will place our consumers' and their carers' best interests and experience at the core of all we do



### Integration and connection

We will build strong connections and partnerships



### Innovation and adaptive models of care

We will use research and technology to improve outcomes



### Trusted, engaged and capable people

We will invest in our people and our culture



### Sustainable and reliable

We will reduce harm, waste and unwarranted variation



## Key Accountabilities

### 1. Leadership

- 1.1 Acts as first line accountability and assumes control and responsibility for significant service and system wide issues impacting on care delivery after hours in their area of specialty.
- 1.2 Demonstrates effective leadership, decision-making qualities and workforce coordination skills to promote the effective functioning of the service after hours.
- 1.3 Provides direction and advice for nursing when issues are escalated to the CNM after hours.
- 1.4 Liaises with Bed Management and Patient Flow in the coordination of bed management within the designated area of responsibility after hours.
- 1.5 Collates reports on service data and nursing workforce activity, under the direction of the Coordinator of Nursing, in line with agreed Key Performance Activity KPIs) for the service.
- 1.6 Receives and responds to after hours enquiries from the police, members of the public, the media and other sources, seeking advice and support in accordance with escalation processes for the after hours service.
- 1.7 Supports nursing staff with emergency responses and procedures within clinical areas, providing nursing direction and guidance and facilitating the completion of post incident documentation, reporting and review in accordance with service requirements.
- 1.8 Assumes control in the event of an emergency by coordinating resources to maintain the safety of staff, patients and visitors, briefing the Emergency Response Team (ERT) and collaborating in a nursing leadership role to maintain service delivery.
- 1.9 Ensures that security and maintenance concerns are addressed and reported in accordance with agreed processes

### 2. Clinical and Managerial Responsibilities

- 2.1 Provides professional leadership by promoting, supporting and facilitating evidence-based practice and standards of practice for the delivery of patient care.
- 2.2 Identifies problems and uses consultative, participative and democratic principles in decision-making in both operational and clinical areas when required.
- 2.3 Supports a culture of patient safety, providing expert clinical advice and guidance to nursing staff and members of the multidisciplinary team within area of responsibility.
- 2.4 Monitors and evaluates nursing practice and professional standards and responds to staff incidents after hours by undertaking an initial investigation and completing the required documentation for action by relevant line managers.
- 2.5 Conducts preliminary investigations and reports on security breaches, OSH incidents, complaints and grievances as received after hours.

### 3. Human Resource Management

- 3.1 Acts as a resource for nursing and other health service employees when issues are escalated to the CNM for support and guidance.
- 3.2 Ensures that an appropriate skill mix of nursing staff is allocated to meet clinical requirements according to analysis of clinical needs within available resources.
- 3.3 Reviews and adjusts nursing staffing levels for incoming shifts to ensure that staffing levels are in accordance with service requirements and safe practice guidelines.
- 3.4 Investigates, reviews, monitors and prepares reports related to critical incidents, performance, complaints, grievances and potential disciplinary issues regarding nursing services and the quality of patient care service delivery as it relates to nursing practice.

### 4. NMHS Values: *Care, Respect, Innovation, Teamwork, Integrity*

- 4.1 Reflects the NMHS values in the way you work, behave and make decisions.



**5. NMHS Governance, Safety and Quality Requirements**

- 5.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with nursing staff.
- 5.2 Undertakes mandatory training as required and accepts responsibility for ongoing professional development through participation in specialist training and clinical.
- 5.3 Provides reports to Coordinator of Nursing and other staff as identified to advice and report on relevant activities in accordance with the reporting requirements for the service.
- 5.4 Participates in the promotion, maintenance and review of Standards of Practice, Guidelines, Policies and data collection and reporting of KPIs as required.
- 5.5 Participates in service improvement initiatives to promote evidence based best practice in accordance with recognised health standards as advised by the service.
- 5.6 Supports the delivery of safe, quality patient care in accordance with the requirements of the Mental Health Act 2014, the National Safety and Quality Health Service (NSQHS), V2, Standards and the National Standards for Mental Health Services (NSMHS).
- 5.7 Performs duties in accordance with Department of Health WA, North Metropolitan Health Service (NMHS) and Mental Health Public Health & Dental Services (MHPHDS) policies and procedures.
- 5.8 Practices in accordance with the requirements of the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

**6. Undertakes other duties as directed.**



## Work Related Requirements

### Essential Selection Criteria

1. Eligible for registration in the category of Registered Nurse by the Nursing and Midwifery Board of Australia.
2. Demonstrated experience as a Mental Health Nurse in relevant clinical areas.
3. Demonstrated nursing leadership experience and skills in a supervisory role, including the management of human and physical resources.
4. Demonstrated highly developed communication, consultation, negotiation, mediation and conflict management skills.
5. Demonstrated highly developed conceptual and analytical skills, including the ability to provide innovative solutions to complex and sensitive problems.
6. Demonstrated knowledge and application of governance processes, resource management, clinical risk management and emergency response processes as they apply to afterhours CNM role.
7. Demonstrated knowledge and application of the Mental Health Act 2014, Carer Recognition Act 2010, Health Practitioner Regulation National Law (WA) Act 2010 and other legislative requirements as relevant to the service.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health and how these impact on employment and service delivery.

### Desirable Selection Criteria

1. Possession of (or progression towards) a relevant postgraduate qualification would be highly regarded.
2. Understanding of current issues affecting nursing.
3. Evidence of continuing professional development that may include participation in a professional group/organisation.

### Appointment Prerequisites

Appointment is subject to:

- Evidence of current registration by Nursing and Midwifery Board of Australia must be provided prior to commencement.
- Provision of minimum identity proofing requirements.
- 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

Name:  
Signature/HE:  
Date:

### Dept./Division Head

Name:  
Signature:  
Date:

### Position Occupant

Name:  
Signature:  
Date: