

## Position description

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# Registered Nurse - ICC

## Section A: position details

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Position title:	Registered Nurse Northern Melbourne Integrated Chronic Care (ICC)
Employment Status:	Part time
Classification and Salary:	Nurses Award 2010 Registered Nurse Level 2 Nurses Neami National Salary Structure (Paypoint dependant on experience)
Location:	Brunswick office & Broadmeadows office and possible co-locations at identified GP clinics
Hours:	Primarily day shifts Monday to Friday - 9:00am to 5:00pm
Contract details:	Maximum term contract until 30 June 2021

## Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services to consumers.

We are a smoke free organisation.

## Position overview

The ICC Registered Nurse is responsible for delivering an integrated approach to supporting an individual's mental health and physical health needs for people living in the Local Government Areas of Hume, Moreland and Moonee Valley. The position requires current registration with AHPRA.

The ICC Registered Nurse will:

- deliver goal directed care planning whilst ensuring that the individual is included in the decisions of treating practitioners and teams
- Provide support that build the individual capacity to become a more active participant in their own care
- Co-ordinate care and communicate across the individual's providers, including their usual GP
- Deliver care co-ordination in the community to facilitate access to services in the community
- Deliver care co-ordination that is flexible, delivering care when and where it is appropriate
- Provide tiered levels of support utilising brokerage funds that is tailored to meet the needs capabilities of the individual
- Work alongside skilled Community Rehabilitation Support Workers and Peer Support Workers to support a holistic approach to service delivery. Demonstrated ability to work collaboratively within a multidisciplinary environment is a critical success factor
- Have relevant clinical experience working within an outreach and recovery setting

### **Integrated Chronic Care Service (ICC)**

In April 2019 the North Western Melbourne Primary Health Networks (NWMPHN) commissioned the ICC service and Neami National was successful in delivering this service in the LGA's of Hume, Moreland and Moonee Valley only.

The outcomes that NWMPHN and Neami National are seeking to achieve with this service are as follows: That individuals experiencing severe and persistent mental illnesses who can be or are being appropriately managed in a primary care setting:

- Are supported to achieve improved outcomes, including better self-management, for their chronic conditions;
- Are offered access to physical and mental health supports

The target population are required to meet the following criteria:

- Severe and persistent mental illness including people with severely disabling form of anxiety disorders and depression
- And with a diagnosis of one or more chronic condition such as diabetes, cardio vascular disease, musculoskeletal conditions, chronic pain, chronic kidney disease, chronic obstructive pulmonary disease (COPD) and chronic heart failure.

## Period of employment

Maximum term contract until 30 June 2021, subject to a 6-month probationary period.

## Accountability

The Registered Nurse is accountable to the Service Manager/Clinical Lead.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Nurses Award 2010 Registered Nurse Level 2. Nurses Neami National Salary Structure (Paypoint dependant on experience).

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

<b>Police check</b>	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
<b>Working with Children check</b>	A valid Working with Children check must be supplied by all new employees (employee responsibility).
<b>Car licence</b>	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
<b>Suitable Vehicle</b>	You may be required to use your own roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner. Reimbursement for km's used is available, if required
<b>Right to work within Australia</b>	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.
<b>Clinical Registration</b>	At all times maintain annual registration requirements with the relevant body (AHPRA) including registration standards and continuing professional development (CPD)
<b>Qualification</b>	Education and training history together with certified copies of all diplomas, degrees and any post graduate qualifications (copies to be supplied at Interview).  Details of any endorsement or accreditation by colleges, associations or societies for provision of clinical services.

## Section B: key responsibilities

Provide direct physical health care co-ordination and support and to consumers within the community

- Engage consumers and develop trusting and professional relationships
- Deliver a service that integrates with General Practice, other treating clinicians and the existing and emerging Stepped care options
- Engage consumers, using a strengths-based approach to complete a treatment plan and build capacity to self-manage: work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals

- Together with the consumer regularly monitor their progress towards their identified goals
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community in order to ensure tangible health outcomes
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- Actively contribute as a team member to the delivery of an integrated mental health service with the aim to more effectively support consumers and promote the recovery model
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service. Participate in the external research and evaluation of the ICC service
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct
- Ensure incident and critical incident reporting occurs in accordance with guidelines
- Identify and co-locate at key GP clinics, if required

## Clinical service delivery

- Provide professional practice in accordance with the National Competency Standards for the Registered Nurse
- Comply with the Code of Ethics for Nurses
- Work within the scope of the Code of Professional Conduct for Nurses
- Provide quality consumer care using an evidence based approach
- Participate in regular audit processes to ensure compliance with regulatory bodies is maintained
- Regular monitoring of consumer related documentation to ensure compliance with applicable legal and regulatory bodies
- Projects or reports required by the Service Manager Clinical Lead on a wide range of issues
- Provide services to consumers from a variety of cultural and ethical groups
- Actively participate in external clinical supervision, as required

## Participate fully as a team member

- Establish and maintain effective communication within interdisciplinary teams to ensure consumers receive quality nursing care
- Foster a learning environment by participating in reciprocal guidance and coaching with other staff to share clinical knowledge and develop and inform your own practice by drawing on the expertise and insights of other staff
- Participate in regular supervision and bi-annual performance review
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision, and staff development activities
- Raise and seek to resolve any areas of conflict or dispute with other staff in an open, honest, and respectful manner
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future

## Working with community partners

- Seek to learn about the consumers interests, their connections with family and friends and work together with the consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual treatment plan for the consumer
- Work closely with clinical case managers and treating clinicians in order to deliver the best possible comprehensive service to consumers
- Work closely with community welfare staff, cultural and recreation staff and education staff to create opportunities for consumers to participate in community activities
- Cooperate and plan together with community housing provider staff to ensure consumers can maintain their accommodation

## Maintain records and resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Manager regarding achievement of work plan
- Implement Neami Risk Management Framework at the JMHSS service and ensure timely response to any identified risks related to staff and or consumers
- Ensure all consumer data is entered into Carelink+ data base
- Complete all documentation related to service delivery within a timely manner

## Section C: key competencies

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### Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

### Nursing experience and knowledge

- Commands a sound level of knowledge and practice in chronic health and mental nursing
- Applies current knowledge of legislative obligations and regulatory requirements in the areas of Nursing for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery
- Understands the Nurses Act, Mental Health Act and other legislation/policies applicable to the nursing profession

- Holds a valid current registration with Australian Health Practitioner Regulation Agency (AHPRA)

## Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

## Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

## Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

## Planning, organising and problem solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

## Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Computer literacy