Southern Adelaide Local Health Network (LHN)  
JOB AND PERSON SPECIFICATION  
(NON-MANAGERIAL)

<table>
<thead>
<tr>
<th>TITLE OF POSITION:</th>
<th>ADMINISTRATIVE UNIT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEMHS Mental Health Worker</td>
<td>SA Health – Southern Adelaide LHN</td>
</tr>
<tr>
<td>Classification:</td>
<td>Health Unit: Southern Mental Health</td>
</tr>
<tr>
<td>RN2</td>
<td>Division: Outer South Sector</td>
</tr>
<tr>
<td>Classification Reviewed:</td>
<td>Department / Section: Noarlunga Emergency Mental Health Service (NEMHS)</td>
</tr>
</tbody>
</table>

Position No: NH0209  
Position Created:

Job and Person Specification Approval  
_________________________________________     _____/_____/_____
CEO or Delegate       Date

JOB SPECIFICATION

1. PREAMBLE

The Southern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,000 skilled staff provide high quality patient care, education, research and health promoting services.

Southern Adelaide LHN provides a range of acute and sub acute health services for people of all ages, and has three hospitals, Flinders Medical Centre, Noarlunga Hospital and the Repatriation General Hospital.

Population and Primary Health Care delivers a range of primary health care services across the southern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Southern Mental Health provides a range of integrated services across community and hospital settings, targeted at all age groups, in collaboration with non-Government organisations and General Practice Network South.

2. SUMMARY OF THE BROAD PURPOSE OF THE POSITION and its responsibilities/duties

Noarlunga Emergency Mental Health Service (NEMHS) provides mobile emergency mental health assessment and care. NEMHS aims to provide a flexible and creative emergency response to the needs of people with a mental illness and to work in partnership with general practitioners and other health and community agencies where possible.

The NEMHS mental health worker is responsible as a specialised mental health professional in a multi-disciplinary team for advanced assessment, specialised psycho-social assessment, crisis
management, advocacy, discharge planning, networking, and education of professionals in other emergency services to facilitate their functioning with mental health issues.

3. REPORTING/WORKING RELATIONSHIPs (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation)

- Reports to the Team Manager NEMHS
- Accountable to the Clinical Coordinator NEMHS for functional responsibilities and outcomes
- Accountable to Discipline Senior for own professional practice

4. SPECIAL CONDITIONS (such as non-metropolitan location, travel requirements, frequent overtime, etc)

- Job and Person Specifications are reviewed regularly as part of the ongoing Performance Development process.
- May be required to work within other locations of the Southern Adelaide Health Service.
- Some out of hours work may be required.
- Some intra and interstate travel may be required.
- Will be required to work over 7 days on roster, including overnight.
- Must have a current, valid and unencumbered driver’s licence.
- Support values consistent with the aims of the Region, including honesty, respect and integrity.
- May be required to undertake a health assessment prior to commencement.
- Appointment will be subject to a satisfactory Offender History Check.
- Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.

4. STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES (group in to major areas of responsibility / activity and list in descending order of importance).

<table>
<thead>
<tr>
<th>Area of Performance</th>
<th>Responsibilities / Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills &amp; Application</td>
<td>Provide an efficient emergency clinical service to consumers in a variety of sites.</td>
</tr>
<tr>
<td></td>
<td>Provide services in partnerships with other relevant health care providers including general practitioners and ambulance services</td>
</tr>
<tr>
<td></td>
<td>Provide urgent comprehensive assessment and care to clients during a psychiatric crisis by:</td>
</tr>
<tr>
<td></td>
<td>• undertaking initial assessment including risk assessment of people who are referred in the most appropriate environment (eg. Home, emergency department, GP rooms, community centre, police cells)</td>
</tr>
<tr>
<td></td>
<td>• working collaboratively with clients, family carers, GPs and other community services that may be involved</td>
</tr>
<tr>
<td></td>
<td>• working with the client to facilitate community treatment where appropriate</td>
</tr>
<tr>
<td></td>
<td>• facilitating timely, planned and outcome focused admissions to acute inpatient services as required</td>
</tr>
<tr>
<td></td>
<td>• arranging emergency respite and in-home support when required</td>
</tr>
<tr>
<td></td>
<td>• advocating on behalf of the client in order to access relevant community services</td>
</tr>
<tr>
<td></td>
<td>• liaising with inpatient units on matters relating to the client’s management programs when necessary</td>
</tr>
</tbody>
</table>
Increase support for the client from family and community services by:
- educating families, carers and community services about mental illness
- providing support to families, carers and significant formal and informal networks
- linking and providing short term coordination of an appropriate range of resources and specialist and mainstream services within the region

Enhance the self-management, developmental capacities and environmental mastery of consumers by:
- providing a service that includes psycho-education, individual counselling, emergency relationship counselling, and support for situations involving domestic violence and misuse of drugs
- disseminating information on rights, benefits and community services
- monitoring and evaluating outcomes of interventions
- utilising sections of the Mental Health Act

Provide relevant information and assistance to other services and agencies when required and when appropriate by:
- establishing and maintaining links with other teams in regional mental health services
- liaising with inpatient units and other specialist services regarding referrals and admissions
- negotiating with other regions when necessary to access a bed
- providing a community consultation, liaison and education to services where there is a close working relationship

Link consumers with resources, services and supports in the community by:
- liaising with and using community and hospital resources
- creating and rejuvenating supports systems such as natural helping networks and self-help groups
- supporting consumers and their carers in the community
- providing a consultation, liaison and education service to other emergency services such as police, ambulance and general practitioners

### Area of Performance
<table>
<thead>
<tr>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.</strong></td>
</tr>
</tbody>
</table>

Contribute to the maintenance of a high organisational standard of Customer Service by:
- acting in a professional manner at all times when dealing with internal and external clients
- positively promoting the organisation both internally and externally
- providing prompt and courteous service to all clients including colleagues, other departments and the community
- maintaining confidentiality on all issues relating to the organisation, the clients and fellow colleagues
- treating all customers with respect and equality whilst being responsive to their needs
- maintaining a professional and pleasing telephone manner and being responsive to telephone enquiries
- maintaining dress and personal presentation standards appropriate to the working environments and that reflect organisational standards and regulations at all times

### Area of Performance
| Personal & Professional Development |

Contribute to your personal and professional development to meet the changing needs of your position, career and industry by:
- attending and being actively involved in all Mandatory and other relevant training sessions provided by the organisation within required timeframes
- actively participating in the Performance Development process including
<table>
<thead>
<tr>
<th>Area of Performance</th>
<th>Responsibilities / Duties</th>
</tr>
</thead>
</table>
| **Teamwork & Communication**  
_Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the organisation._  
**Demonstrated experience and understanding of the need for continuation of both personal and professional development._** | **Contribute to an environment of positive teamwork and communication by:**  
- being aware of, and practice according to, the organisation’s mission, objectives, core values and strategies  
- demonstrating the ability to work consistently positive within a team (and/or across teams) to achieve team goals  
- working harmoniously with other team members to achieve service delivery excellence  
- resolving any workplace conflict or grievances in a professional manner and through the correct organisational processes  
- maintaining and initiating regular and professional communication with all relevant colleagues and managers |
| **Continuous Improvement**  
_Commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities._ | **Contribute to continuous improvement and the quality management system at NHS by:**  
- participating in Team planning activities  
- demonstrating understanding of, and compliance with, standards of practice, external legislation and NHS policies and procedures that relate to this position and the organisation  
- aiming to improve the quality of work processes and individual work practices;  
- participating in and contributing to the accreditation process including the recording of quality activities in the NHS Quality Register |
| **Administration & Documentation**  
_Through the use of organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner._ | **Contribute to the maintenance of sound administration and documentation practices by:**  
- ensuring that all documentation is accurate and completed in a professional and timely manner and is in accordance with any organisational and/or legislative requirements where applicable  

_Comply with the principles of the Code of Fair Information Practice, adopted by the Department of Human Services, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers by:**  
- maintaining an awareness and understanding of the principles of the Code of Fair Information Practice  
- adhering to those principles as they relate to the performance of the duties of your position |
| **Occupational Health, Safety & Welfare** | **Responsible for maintaining a safe work environment in accordance with the Occupational Health, Safety & Welfare Act by:**  
- complying with Occupational Health, Safety and Welfare policies and procedures;  
- protecting your own and others’ health and safety at work;  
- reporting any hazards or incidents as soon as possible in accordance with the relevant procedures and instructions;  
- using any equipment provided and undertaking any reasonable instruction from persons with authority;  
- assisting with hazard identification, risk assessment and control measure process when:-  
  o work-related incidents/injuries occur  
  o hazards are reported |
| • purchasing new equipment  
| • workplace changes occur  
| • there are changes in relevant legislation
| • ensuring that the appropriate documentation is completed, in conjunction with the manager/supervisor, following a work related incident/injury and/or the reporting of a hazard;
| • assisting with appropriate follow-up following the reporting of hazards and/or work related incidents/injuries

---

Acknowledged by Occupant:______________________________   Date:_____/_____/_____
PERSON SPECIFICATION

1. ESSENTIAL MINIMUM REQUIREMENTS (those characteristics considered absolutely necessary)

Educational/Vocational Qualifications
- Registered or eligible for registration as a Nurse by the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate. Must be enrolled in an approved Mental Health course or hold a qualification in mental health practice.

Personal Abilities/Aptitudes/Skills
- Comprehensive skills in bio-psychosocial assessment including risk assessment and mental state assessment
- Advanced skills in working collaboratively with clients, carers, other agencies and community services
- Advanced skills in emergency assessment and management of people in psychiatric crisis
- A commitment to participate in quality improvement and research activities
- Demonstrated skills in negotiation when working with clients and carers
- Ability to manage time and other resources
- Ability to work without direct supervision and to make decisions accordingly
- Ability to demonstrate skills to other staff in both informal and formal training

Experience (including community experience)
- Registered Nurse/Midwife with at least 3 years, full time equivalent, post registration experience
- Demonstrated competence in the relevant area of nursing practice in accordance with the appropriate standards of practice.
- Experience in the leadership and direction of student nurses, enrolled nurses and less experienced registered nurses.

Knowledge
- Understanding of Occupational Health, Safety & Welfare principles and procedures
- Understanding of Quality Management principles and procedures
- Familiarity with diagnostic criteria for major mental illnesses
- Familiarity with evidence based interventions for crisis situations that occur with people who have a mental illness or disorder
- Working knowledge of medication management
- General knowledge of community services and agencies and their roles
- Knowledge of Acts and legislation that is relevant to mental health especially the Mental Health Act and Guardianship and Administration Act

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who have met all essential requirements)
Personal Abilities/Aptitudes/Skills

Skills in negotiation, and evaluation of intervention programs
Ability to critically analyse issues and to develop creative solutions when working with people in crisis

Experience

Experience in related community services

Knowledge

Breadth and depth of knowledge that is sufficient for the person to act in a promotional position as required

Educational/Vocational Qualifications (considered useful in carrying out the responsibilities of the position)

Not specified

Other details

No other details provided