

Role Description

Clinical Nurse Consultant – Crisis Care Coordinator

Job ad reference:	MH576044		
Location*:	Chermside	Unit/Department:	Crisis Response Team (CRT), Metro North Mental Health – The Prince Charles Hospital (MNMH- TPCH)
Status:	Permanent full & part time Minimum 0.4FTE, 32hrs/fortnight Multiple positions available	Classification:	Nurse Grade (NG) 7 (this role will also be advertised as a HP role)
Salary Range:	\$132,562 - \$143,924 per annum (plus superannuation and leave loading benefits)	Closing Date:	Wednesday, 17 July 2024
Contact name:	Jonathan Norris Acute Care Team Leader MNMH-TPCH	Contact number:	(07) 3139 5637
Online applications:	www.smartjobs.qld.gov.au		

* Please note: there may be a requirement to work at other facilities located across Metro North Health.

**Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Health.

***Applications from third parties will not be accepted.

About the Role

Generic Level Classification Statement

Registered nurse who:

- Is appointed to an advanced practice nursing position; and
- Demonstrates a specialised clinical expertise and/or specialised skill set.

Autonomy

The Nurse Grade 7 is a registered nurse who:

- Demonstrates an advanced level of autonomous clinical and professional practice.
- Demonstrates an advanced level of decision-making in collaboration with a multi-disciplinary team.
- Undertakes operational leadership.
- Works collectively to apply the principles of clinical governance.
- Applies professional and clinical expertise in collaboration with nursing and multi-disciplinary stakeholders.
- Takes responsibility for enacting strategies that supports a work-based culture that promotes and supports education, learning, research and workforce development.

Purpose of the role

- The purpose of the role is to provide advanced clinical expertise in relation to being responsive to the needs of consumers presenting in mental health crisis/experiencing mental health deterioration in the Metro North catchment area, The Prince Charles Hospital (TPCH) Emergency Department and Crisis Stabilisation Facility (CSF).
- This role is to provide meaningful, timely and recovery focused care for consumers presenting in a mental health crisis with complex needs. This role will work with the consumers in crisis to improve the journey and ensure they receive treatment in the right place and at the right time with the Metro North Hospital and Health Service (HHS) catchment area.

Context and Delegations

- This role reports to Nurse Unit Manager, Crisis Response Team, MNMH TPCH for day to day operational management purposes.
- This role reports professionally to the Nursing Director MNMH TPCH.
- This role will work directly with the TPCH Acute Care Team, TPCH Crisis Stabilisation Facility, TPCH. Emergency Department, Police and Ambulance (including MH co-responders), MHCALL services, and the wider Metro North Mental Health services.
- This role has no financial and human resource delegations.

Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North values and the corresponding Lominger™ competencies:

- Fulfil the responsibilities of this role in accordance with Schedule 2, Nurses and Midwives (Queensland Health Award) (2015) – Generic Level Statements (GLS) Nurse Grade 7 and the Queensland Health and Metro North Health's commitments and values, in achievement of the organisational goals and Domains of Practice.
- Practice in accordance with code of ethics, professional standards and legislation affecting nursing practice by maintaining current knowledge and competence within scope of position.
- Demonstrate advanced specialist knowledge, experience and clinical skills in the provision of suicide, self-harm and overdose prevention.
- This role will ensure that the stakeholders involved in crisis care (e.g. Police, Ambulance, health workers, carers, support workers etc.) receive expert advice regarding crisis care options. This role will assess the suitability of people in crisis to enter the TPCH Crisis Stabilisation Facility.
- Provide support and education for staff to further develop and enhance mental health knowledge.
- Provide bio-psychosocial assessments, clinical formulation, mental state, and risk assessments and brief interventions.
- Participate directly or indirectly in the delivery of clinical care and targeted brief intervention for patients including those presenting with drug and alcohol and other substances.
- Demonstrate critical thinking and reasoning, advanced problem solving skills and expert clinical judgement in relation to comprehensive mental state assessment and crisis management.
- Responsible for the professional development of self and others utilising contemporary practice in the delivery of improved standards of care.
- May work across professional and organisational boundaries to influence health service and/or professional outcomes in relation to area of expertise.
- Participate directly or indirectly in the delivery of clinical care, act as a clinical resource, advisor, mentor, role model, and technical expert, in relation to mental health crisis interventions in crisis mental health and emergency department settings.
- Participate in innovation and change to develop responses to address emerging service needs in relation to mental health crisis intervention in an emergency setting.
- Collaborate with others in the provision of policy advice on issues relating to professional and clinical practice, education and research relating to area of expertise.
- Support the Nurse Unit Manager and Nursing Director by identifying inconsistencies between practice and policy, and work in collaboration with the interprofessional team to implement changes.
- Participate in and manage the performance and development planning of self.
- Undertake, and participate in ethical decision making in the achievement of organisational goals.
- Practice collaboratively within the interprofessional health care team to promote the safety, security and personal integrity of individuals and groups.
- Comply with legislation and utilise procedures, policies, regulations and standards which impact upon the position, including contemporary human resource management requirements and practices, such as workplace health and safety, equal employment opportunity and anti-discrimination policies.
- Comply with the timely and accurate input and collection of consumer related demographic information, diagnosis, outcomes collections and provision of service activity into appropriate applications. The data and information include the electronic entry and completion of documentation to meet legislative requirements, including *Mental Health Act 2016* and *Public Health Act 2005* documentation, admissions, discharges and transfers.

About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

Health Equity and Racism



Metro North Health has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.


It is expected that all Metro North Health staff, including the incumbent of this role as a valuable member of the Metro North workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>

Our Vision

Excellent healthcare, working together, strong and healthy communities.

Metro North Health Values and their corresponding Lominger™ competencies:

				
Respect	Teamwork	Compassion	High performance	Integrity
<ul style="list-style-type: none"> • Interpersonal savvy • Manages conflict • Communicates effectively • Balances stakeholders 	<ul style="list-style-type: none"> • Collaborates • Develops talent • Values differences • Builds effective teams 	<ul style="list-style-type: none"> • Customer / patient focus • Demonstrates self-awareness • Manages ambiguity • Being resilient 	<ul style="list-style-type: none"> • Cultivates innovation • Action oriented • Drives results • Drives vision and purpose 	<ul style="list-style-type: none"> • Decision quality • Ensures accountability • Courage • Manages complexity

About Metro North Mental Health (MNMH)

MNMH provides services for people with severe and complex mental health needs across the life span including perinatal, child and adolescent, adult, and older persons. MNMH provides several specialist services including consultation liaison, forensic mental health, alcohol and drug services, eating disorders, community mental health and an inner-city homeless team.

All five public hospitals – Royal Brisbane and Women’s Hospital (RBWH), The Prince Charles Hospital (TPCH), Caboolture Hospital, Redcliffe Hospital, and Kilcoy Hospital – provide emergency response assessment for crisis situations and are linked to specialist mental health and alcohol and other drugs services for assessment and care. Dedicated acute inpatient services are at the RBWH, TPCH and Caboolture Hospital. Community services are delivered from facilities located in Brisbane City, Fortitude Valley, Herston, Nundah, Chermside, Strathpine, Caboolture, and Redcliffe with outreach services to Kilcoy.

MNMH is also the host site to a range of services provided to a state-wide catchment for alcohol and other drug services. The Alcohol and Drug Service (ADS) works under a harm minimisation model to help clients stop using, reduce use or to use more safely by providing trauma informed, evidence-based treatments including opioid maintenance, substance withdrawal management, needle and syringe program and counselling at several multidisciplinary clinics for clients with alcohol and drug dependence. MNMH hosts Adis 24/7 Alcohol and Drug Support which operates a 24-hour, 7 day a week providing confidential support service for people with alcohol and drug concerns in Queensland, as well as their loved ones and health professionals.

MNMH also has governance oversight of the Queensland Eating Disorders Service (QuEDS), Queensland Health Victim Support Service (QHVSS) and the Queensland Forensic Mental Health Service (QFMHS).

MNMH has a unique and thriving Lived Experience Team, with a commitment to “peer first” in clinical areas and lived experience input into service development and planning. MNMH is committed to the principles of a restorative just and learning culture as a solution to addressing safety a very complex health system through facilitating promotion of safety, effective healing, learning and improvement.

How you will be assessed

You will be assessed on your ability to demonstrate the following values within the context of the “Key Accountabilities”. The ideal applicant will be able to demonstrate the following:

- **Respect** – demonstrates interpersonal savvy, builds culturally responsible rapport and constructive relationships while acting with diplomacy and tact and communicates effectively to encourage open expression of ideas and interest, and manages conflict in line with target group needs and principles of natural justice.
- **Teamwork** – collaborates effectively to gain trust, foster team interaction, maximise support and acknowledge the contribution of others, considers strategies to support career progression within a culture of development where differences are valued and supported.
- **Compassion** – identifies opportunities to build capacity to address consumer expectations, undertakes self-reflection, considers ambiguity and modifies behaviour to proactively and constructively address risk, crises and change while exhibiting confidence and a positive attitude.
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North Health’s vision and purpose to exceed expectations of our patients and stakeholders.
- **Integrity** – applies the principles of sound and ethical decision making in addressing issues, supporting others, and monitoring and evaluating evidence and results, takes personal responsibility for decisions and the achievement of ideas to fruition despite expressed differences.

Mandatory qualifications/professional registration/other requirements

- Appointment to this position requires proof of qualification and registration with the Nursing and Midwifery Board of Australia (NMBA) as a Registered Nurse. Certified copies of the required information must be provided to the appropriate supervisor/manager prior to the commencement of employment.
- Whilst not mandatory, possession of a relevant post graduate qualification (i.e. Graduate Certificate, or Graduate Diploma, Masters Degree) or evidence of enrolment in such a program is highly desirable.
- Whilst not mandatory, previous experience working in mental health will be well regarded.
- Whilst not mandatory knowledge and skills in principles of recovery-focussed and trauma-informed care will be well regarded.
- Credentialing as a Mental Health Nurse with the Australian College of Mental Health Nurses is highly desirable.
- Appointment as an Authorised Mental Health Practitioner (AMHP) under the *Mental Health Act 2016* is highly desirable. If not an AMHP, then willingness to undertake and complete the requirements for the appointment.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
 - Measles, mumps, rubella (MMR)
 - Varicella (chicken pox)
 - Pertussis (whooping cough)
 - Hepatitis B
 - Tuberculosis
- **Disclosure of Serious Disciplinary History:** Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious disciplinary action taken against them.
- This position is required to travel and work across Metro North Health facilities/directorates.
- This position is required to work across a 24hr continuous shift pattern.

Annual Mandatory Training Requirements

- Basic Life Support (BLS)
- Fire Safety – General evacuation instructions and first response evacuation
- Patient Handling Techniques
- Cytotoxic Safety (Category 1)
- Supporting All Families Everyday (SaFE)
- Infection Control
- Occupational Violence Prevention – Holding

How to apply

Please provide the following information to the panel to assess your suitability:

1. **Your current CV or Resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your CV or Resume.

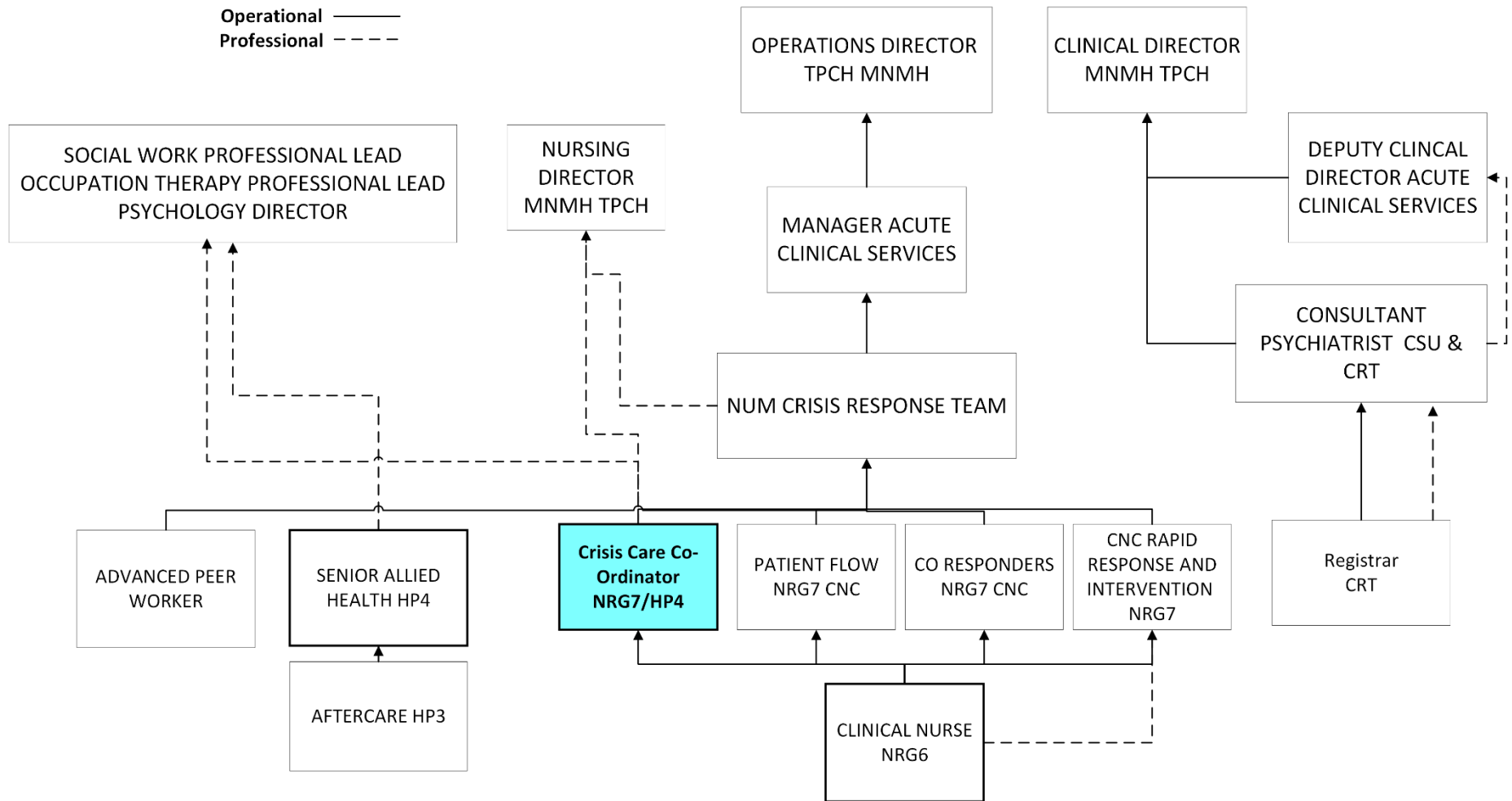
And

2. **A short statement (maximum 2 pages)** - Formulate your response to the dot points listed under "*How you will be Assessed*" within the context of the "*Key Accountabilities*".

Instructions on how to apply

- Submit your application online at www.smartjobs.qld.gov.au by the closing date.
- Please note that hand delivered applications will not be accepted.
- Only those persons eligible to work in Australia may be employed by Metro North Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact officer.

MNMH-TPCH CRISIS RESPONSE TEAM



Diversity and Inclusion

We are committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2nd Edition and the Australian Council on Healthcare Standards (ACHS).

Vaccine Preventable Diseases (VPD) Requirements ([Health Employment Directive No. 01/16](#))

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

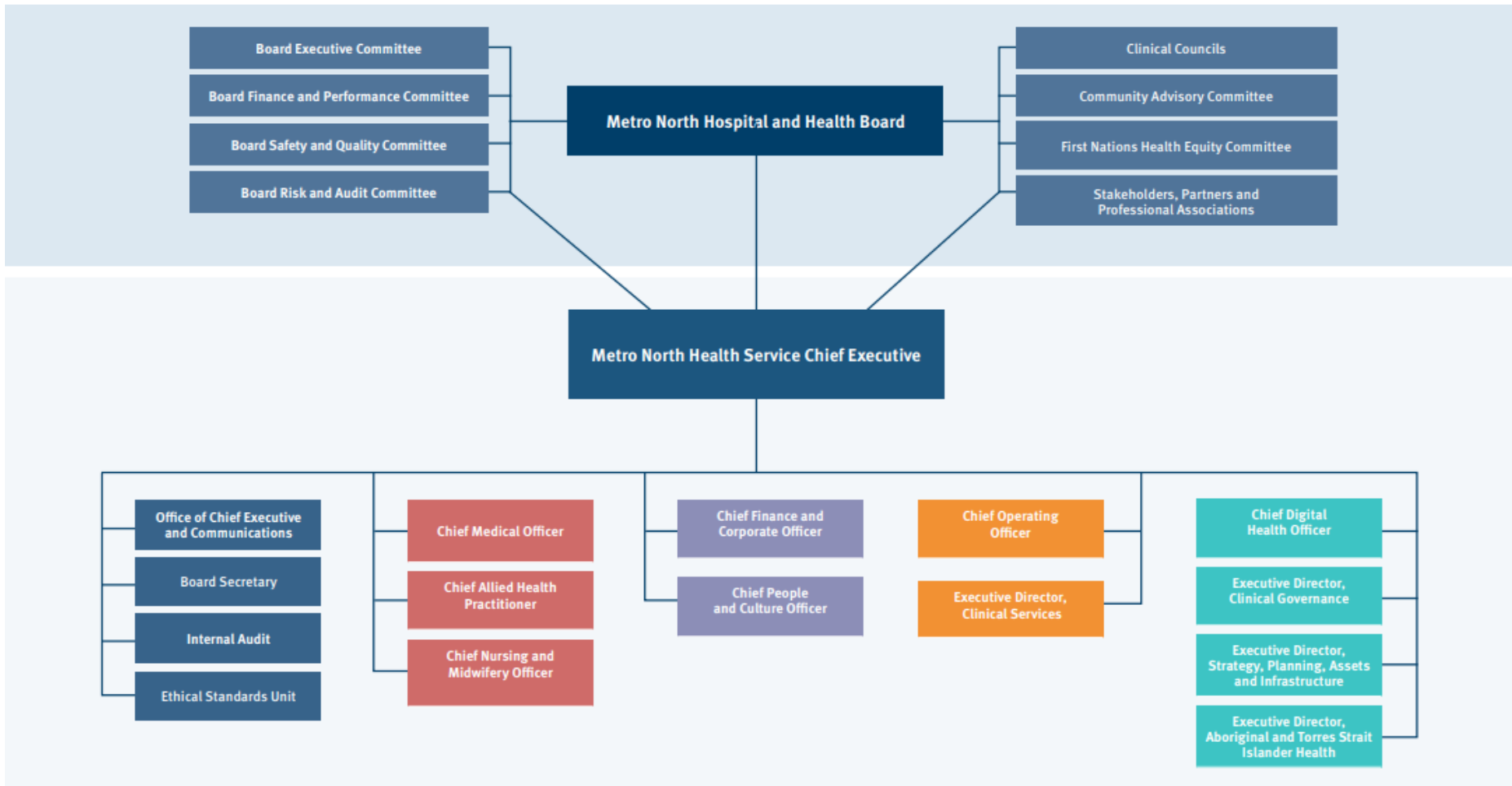
All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).

Additional Information

- Applications will remain current for 12 months or for the duration of the vacancy.
- Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:
https://www.forgov.qld.gov.au/_data/assets/pdf_file/0033/185919/lobbyist-disclosure-policy_0.pdf
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2
<https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

Metro North Health Executive Structure



EFFECTIVE DATE: 08/2023

Metro North
Health



Queensland
Government