

## Team Leader – Nursing

### Position Description

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| <b>Position Title</b>             | Team Leader – Nursing  |
| <b>Responsible Council</b>        | NSW State Council – Support Services   |
| <b>Reports To</b>                 | Clinical Director- Treatment and Services  |
| <b>Base Location</b>              | Freeman House Armidale   |
| <b>Primary position objective</b> | The Team Leader is responsible for high quality patient care including within the medical withdrawal unit and primary health clinic. The Team Leader's primary responsibility on shift will be clinical nursing care; however the role is responsible also for day-to-day supervision and leadership of staff, as well as oversight of the clinical care offered. The Team Leader will perform some management and clinical functions, overseeing a small team, providing clinical care and providing education and quality improvement functions. |

## St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

## Organisation Overview

SVDP NSW Support Services provides support for people experiencing need in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of more than 20 different programs across the state. SVDP NSW Support Services provides programs across areas including drug and alcohol, homelessness, disability, mental health, community development and refugee support.

## Program Overview

Freeman House and its associated programs are committed to minimising the harm related to homelessness, drug and alcohol use, mental health, cognitive impairment, contact with the criminal justice system and other associated issues and are part of the St Vincent de Paul NSW Specialist Drug and Alcohol Network, which includes the Freeman House Centre in Armidale, the New England Drug and Alcohol Outreach Program, the Maayu Mali centre in Moree, Rosalie House in Tamworth, Rendu House Day Program in Campbelltown and Rendu House AOD Services in South West Sydney. SVDP NSW is committed to providing high quality, innovative and flexible responses to drug and alcohol, homelessness and other areas of complex need in the New England region.

The nature and level of support differs according to individual needs, with a range of services offered including drug and alcohol case management and counselling in the community and in residential rehabilitation, access to psychological and psychiatric care, education and therapeutic group work, harm minimisation, living skills, withdrawal management and holistic health care and homelessness case management.

## Duties and Responsibilities

The Team Leader of the Freeman House Clinical Team is a Registered Nurse.

The primary responsibilities of the Team Leader are their clinical responsibilities: the Team Leader is a member of the nursing team at Freeman House. However the Team Leader has some additional key responsibilities including:

Team Leadership of staff including:

- Performance appraisal, development and management
  - Rostering
  - Staff supervision and line management
- Oversight of the day to day clinical work including working with visiting medical professionals and clinics
- Assisting the Clinical Director through liaising with medical practitioners and Local Health District staff

### Supervision and Leadership

- Maintain and contribute to in-service professional development activities calendar
- Conduct staff appraisals
- Staff development and performance management
- Maintain nursing staff roster
- Recruitment and orientation
- Provide leadership in clinical matters
- Provide written reports within areas of responsibility to Senior Operations Manager
- Assist Senior Operations Managers in tendering for public or private funds
- Ensure compliance with Policies and Procedures
- Collaborate effectively with other SVDP NSW Support Services departments and services, and other Society functions as required
- Report and evaluate clinical services to meet funding, quality and service requirements
- Any other duties as directed by Senior Operations Manager- Health

Clinical and Client Care Services:

- Provide clinical health care services (including withdrawal management services, and specialist clinics such as smoking cessation clinic and metabolic health clinic) to those presenting with substance dependence, mental health issues and/or at risk of or experiencing homelessness.
- Work with drug and alcohol team to assess and intake prospective residential clients.
- Coordinate, develop and manage appropriate health services for this client group as directed by and in collaboration with Freeman House management including taking part in the development, implementation and evaluation of operational protocols, policies and procedures for the health clinic.
- Liaise with prescribing medical practitioners and chemists
- Manage the administration of client medications, to ensure appropriate medical regimes are followed.
- Monitor drug and drug records of residential clients in line with Freeman House Policies and Procedures.
- Supervise and mentor staff with medication assistance responsibilities.
- Assess, plan, organize, evaluate and deliver holistic, quality nursing care in accordance with the Australian Nursing and Midwifery Council's (ANMC) National Competency Standards
- Document client care accurately and collect and maintain data and electronic health records in prescribed ways.

Communication

- Maintain effective, open communication, consultation and liaison with clients, healthcare team members and all other members of the Freeman House team to ensure continuity of care to clients, and to ensure client needs are identified and their requirements are met.
- Form therapeutic relationships with clients.
- Maintain confidentiality.
- Communicate effectively both verbally and in writing with clients, staff, and external agencies.
- Maintain client progress in the medical records, and other relevant record systems in a clear and concise way that meet legislative requirements to ensure continuity of safe patient care.
- Maintain effective relationships with a small clinical team as well as the greater Freeman House multi-disciplinary team.
- Participate in service and staff meetings as required.
- Carry out administrative duties as required.
- Participate in the multidisciplinary care planning and clinical review processes with internal teams as required.

Partnership Development

- Actively promote the integration of clients into mainstream community resources, including transition to mainstream healthcare services.
- Actively work with other health care services to facilitate cohesive and comprehensive healthcare-coordination.
- Participate in multidisciplinary care planning with external teams when required.

Professional Issues:

- Maintain AHPRA registration and professional standard of conduct.
- Demonstrate the use of advanced clinical skills and knowledge.
- Act as a resource for the client, Freeman House staff, volunteers, community, and health care team.
- Promote evidenced-based practice through the implementation of research findings into clinical practice.

- Provide education and support including mentoring for newer members of staff and/or newer member so f the nursing profession
- Demonstrate ability to apply professional and ethical boundaries when dealing with complex situations.
- Conduct in-service education for staff of the health clinic and of the broader Society
- Maintain professional development by participating in appropriate developmental program and within role opportunities and regular performance appraisals.
- Attend/participate in regular in-service education directly related to clinical speciality(s).
- Access appropriate resources to enhance skills and knowledge.
- Maintain currency of CPR accreditation.

#### Work Health and Safety

- Maintain a safe and secure environment for clients, staff and volunteers.
- Comply with NSW Support Services and Freeman House Work Health and Safety policies, procedures and safe work practices
- Promptly report all incidents/injuries/hazards to supervisor/line manager and complete an appropriate incident report.

#### Service Planning and Evaluation, Quality and Research

- Maintain client progress notes in the medical records, and other relevant record systems in a clear and concise way that meet legislative requirements.
- Participate in quality improvement and research activities, within the health clinic and SVDP NSW Support Services.
- Participate in the clinical accreditation process action plan.
- Utilise evidenced-based practice in provision of care.
- Identify practice areas requiring further research.
- Develop operational protocols
- Provision of data and other information to Senior Operations Manager Health to assist in planning and evaluation, research and quality activities.
- Ensure data is entered correctly into requisite databases and online portals.

### **Essential Skills/Criteria**

- Willing to work within the ethos, policies and procedures of the St Vincent de Paul Society and the SVDP NSW Support Services
- Registered Nurse with a minimum of 5 years clinical experience including in a mental health, homeless health and/or drug and alcohol setting
- Current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA)
- Demonstrated experience in or knowledge of mental health, homeless health and/or drug and alcohol service delivery
- Ability to work with external stakeholders
- Ability to lead a clinical team and meet KPIs

## **Desirable Skills/Criteria**

- Experience in working with homeless services or community health services
- Experience in working in Emergency Nursing, the Alcohol and Other Drug sector and/or mental health.
- Skills and experience in a leadership role
- Demonstrated ability to work with senior management, autonomously and as part of a multi-disciplinary team
- Experience in the design and implementation of innovative treatment programs or projects
- Current NSW Drivers Licence.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*