Position Description

Position Title	MSIR Nurse Team Leader
Division	Medically Supervised Injecting Room
Classification Grade and Level	SCHADS RN 4B
Enterprise Agreement / Award	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016-2020
Employment Terms	Full Time (1 EFT), fixed-term until 30 June 2023
Reports To	Program Manager, AOD Programs/MSIR
Ordinary Location	23 Lennox Street, Richmond
Vaccination Status	Current and compliant with the Victorian Health Care

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government, and community services around the country.

Website Information: www.nrch.com.au

Position Purpose

The purpose of the position is to lead a dedicated nursing team to provide best-practice clinical care, reduce the risks of illicit drug use and to improve the health and wellbeing of people who inject drugs. The position will also contribute to the achievements of the organisation's strategic directions through supporting the day to day operations of the MSIR.

Key Responsibilities/Skills

Program management:
- Provides clinical leadership in the development and maintenance of best practice clinical standards
- Provides clinical leadership as part of the development of an innovative multidisciplinary service delivery model
- Provides support and supervision of MSIR nursing staff
- Responds to medical emergencies and incidents that occur at the MSIR
- Provides leadership in VHIMS reportable incident investigation, reporting and follow-up with staff
- Acts as the MSIR Emergency Response Coordinator and Fire Warden as required
- Participates in, and develop education sessions for clinical staff and the wider community
- Conducts Performance and Development plans with nursing staff

- Supports staff in service provision activities, including a clearly communicated staff handover between shifts to ensure high quality, safe, service provision and staff wellbeing
- In addition, the Nurse Unit Manager is be expected to:
  - Adhere to and promote NRCH and MSIR-specific policies and other operational documents to staff to ensure high quality, safe service provision and staff wellbeing
  - Ensure all administrative, data recording and reporting processes are adhered to and promoted to staff within the service
  - Ensure that client files and the client database are up to date and accurate to meet organisation and legislative requirements
  - Remain up to date with the latest developments in the relevant clinical fields
  - Collaborate with other NRCH staff and programs as required to provide optimal service provision across the organisation
  - Provide care to clients using a trauma-informed framework

People management
- Engage with staff at the MSIR with appropriate clinical advice
- Positively model and comply with the NRCH Code of Conduct and those of relevant professional codes
- Subscribe to NRCH's core values
- Engage in professional development and set and fulfil development goals

Quality improvement and accreditation
- Support processes required to ensure that the operations of the MSIR meet all requisite accreditation standards

Key capabilities

Communication:
- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise, and engaging.
- The ability to present well-constructed written communication.

Decision making
- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Leadership
- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the teams to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

Teamwork:
- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action management:
- Ensure the timely delivery of initiatives, prioritise issues and organise activities to optimize outcomes.

Interpersonal relations:
- Understand the importance of fostering positive relationships with co-workers and relevant external organisations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client focus:
- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these into action within the program.
- Actively implement and seek client feedback in line with organisational Client Feedback policy.
- Engage consumers in planning, design, delivery and measurement and evaluation of systems and services.

Personal:
- Set annual goals for themselves in conjunction with the Nurse Team Leader and participate in their own annual performance management.
- Maintain an effective personal performance development plan.

Qualifications	
Essential	• Division 1 Registered Nurse with current Australian Health Practitioner Regulation Agency registration
Desirable	• Postgraduate qualification relevant to the position • Previous senior leadership or management experience

Experience	
Essential	• Demonstrated supervisory and/or management experience • Demonstrated ability to provide leadership of a team of Registered Nurses with diverse experience and skills • Demonstrated knowledge of harm reduction practice, including understanding the co-occurrence of mental health conditions with a harm reduction framework

Essential attributes	- High level de-escalation and conflict management skills and the capacity to support staff to deal with difficult situations - Highly developed relationship management and negotiation skills with a range of stakeholders, including clients and local community members - Knowledge of local agencies and services relevant to the client group - Experience managing critical incidents, including overdose - Ability to multi-task, prioritise effectively and achieve high quality service outcomes in a busy, client focussed environment - Attention to detail and the ability to complete tasks in timely manner - Sound interpersonal skills and the ability to communicate effectively with people from diverse cultural and social backgrounds - Exceptional team player

Appointment is subject to:
- Successful National Police Check
- Evidence of current Working with Children check

Physical Demands of the role:
- Sitting for long periods of time
- Frequent walking and moving through stairs in the building
- Ability to work in Moderate Stress
- Ability to adapt to change in the work place
- Working with clients who are distressed/impacted by trauma/impaired by substances

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

All NRCH appointments must:
- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse, contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required

- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information
For enquiries relating to this position, contact Human Resources on workforus@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:
1. *suitably qualified and experienced to undertake the duties described herein; and*
2. *physically able to undertake the duties herein described without modification.*

_____   _____/_____/_____
SIGNATURE   **DATE:**
[INSERT NAME]:

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	**Description**	**I**	**O**	**F**	**C**	**N/A**
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				