

Eastern Health

POSITION DESCRIPTION

Position Title:	Psychiatric Enrolled Nurse (PSEN)
Award Classification:	PSEN Level 3
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2024 – 2028
Position Reports to:	Operationally to the Manager/Access Lead/Senior Clinician on shift and Clinically to the Clinical Head, Access. Professionally: Director of Nursing Mental Health.

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Psychiatric Enrolled Nurse is a valued and collaborative member of the multidisciplinary health care team at Eastern Health and is accountable for coordinating and delivering safe and comprehensive patient centred care while working competently within their scope of practice and in alignment with the Eastern Health and Nursing and Midwifery Board Practice Standards.

The integrated Access service provides:

- **Crisis Assessment and Treatment Services (CATT):**
Community-based crisis assessment, early discharge management, assessment and management of newly referred clients, as well as after-hours treatment and crisis support for clients of community mental health services.
- **Psychiatric Telephone Triage:**
A 24-hour service providing referral, advice, and support.
- **The Police and Clinician Emergency Response (PACER):**
A 5-day-a-week afternoon/evening outreach service working in collaboration with Victoria Police. The team provides acute assessment and advice as an alternative to transferring consumers to the Emergency Department under Section 232 of the Mental Health and Wellbeing Act 2022.
- **Emergency Department (ED) Response:**
Provision of mental health and/or AOD assessment and interventions, including immediate assessment and risk management plans for individuals presenting with behaviours of concern. The team provides comprehensive mental health assessment, treatment, and care planning for people experiencing acute mental health issues.
- **Ambulance Victoria (AV) Teleprompt Response:**
A 3-day-a-week specialist mental health clinician role based in the AV call centre, responding to calls from on-site AV staff. The aim is to provide mental health assessments and reduce unnecessary ED presentations.

The Psychiatric Enrolled Nurse will be responsible for supporting the Adult Access Service in providing direct and indirect care, and in collaborate and consultation with health care recipients, their families and community as well as RPNs and other health professionals, to plan, implement and evaluate integrated care that optimises outcomes for recipients and the systems of care.

2. KEY ACCOUNTABILITIES

Healthcare Excellence

- Under the delegation and supervision of a Registered Nurse, works collaboratively with the nursing and broader multidisciplinary team to provide high quality care for all consumers and their carers.
- Provide support, information, education & consultation to clients, family members, carers, other service providers & professionals
- Escalate concerns regarding safety, quality & risk to appropriate staff member.
- Assists the treating team with a wide range of complex recovery needs including dual diagnosis of mental illness and substance use, with the aim of improving their level of functioning, quality of life and promoting their recovery, whilst working collaboratively with consumers, families, carers and relevant agencies in the development, implementation and review of *consumer individual recovery plans*.
- Management and administration of patient medications within own scope of practice.
- Treats all consumers, family/ carers, visitors and staff in a courteous and non-discriminatory manner.
- Demonstration of relevant family violence practice according to allocated responsibility level in the mental health program workforce mapping tool. This aligns with the Multi-Agency Risk assessment and

Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVIS) and Child Information Sharing Scheme (CISS) legislative requirements and related Eastern Health guidelines

- Contribute to the co-ordination of the daily clinical handover and participate in clinical review meetings that guide implementation and evaluation of consumer treatment objectives provided by the team.
- Complies with Eastern Health clinical practice guidelines as relevant to scope of practice, and reports non-compliance to the supervising RPN immediately.
- Participate in review of workload allocation in accordance with service policy and procedures.
- Ensures that all administrative functions are completed within the mandate and scope of the position, and under the direction of the supervising RPN.
- Under the delegation and supervision of a registered nurse supports and encourages consumers/clients/residents and their families understanding of care delivery and care planning through effective and timely communication with patients/clients/residents, team members, and the community.
- Promote improved consumer outcomes by implementing the use of agreed service coordination processes and practices between specialist mental health services, community mental health and wellbeing support services, AOD services, NDIS services, homelessness support and primary healthcare services.
- Promotes strong interagency relationships and ensure timely and accurate information sharing between services with shared consumers.
- Incorporates practice which aligns with the EH Nursing & Midwifery and Mental Health Program Practice Guidelines, as relevant to the clinical setting.
- Is accountable for reporting outcomes of nursing interventions to the RPN or delegate or Access Lead.
- Provides an efficient, effective and customer recovery focussed service.
- Practices in accordance with the professional standards, codes and behaviours that are legislated through the Nursing and Midwifery Board of Australia (NMBA).

Leading in Learning

- Takes responsibility for managing your own learning needs through actively participate in professional development activities that include: clinical supervision, attendance at workshops and seminars as well as maintaining an up- to-date knowledge of contemporary, evidence based recovery interventions in mental health.
- Supports orientation of new/casual staff, where appropriate.
- Participates in and provides as requested by the RPN/Access Leader or delegate, supervision of staff and students relevant to their role and scope of practice.
- Participates in relevant professional development programmes to ensure compliance with current evidence based practice and NMBA registration requirements
- Complies with mandatory and other identified training requirements specified by NMBA and Eastern Health.
- Maintains accurate documentation of evidence of this training and professional development
- Participates in an annual performance development process which informs their ongoing professional practice and achievements.

Leading in research and innovation

- Under the leadership of the RPN/Access Leader and senior leadership team contributes to ongoing education initiatives to ensure consumer strategies meets the needs of the community and the organisation.
- Supports the Access lead in the identification of new initiatives to improve sustainability in the community mental health service.
- Participates in activities designed to continuously improve standards of service and practice in accordance with Eastern Health Nursing/Midwifery Practice Guidelines, Domains of Practice Professional Framework, Policies and Clinical Practice Guidelines.
- Participates in any portfolio responsibility as delegated by the Access Lead or RPN.

A Values-Based, Safe Workplace

- Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health.
- Required to take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- Recognise and alleviate potential risk which may jeopardize your health, safety and wellbeing.
- Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines.
- Identifies and reports all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.
- Required to comply with all State legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.
- Implements harm minimisation and risk assessment strategies for at-risk individuals.
- Treats all employees of the organisation with respect and dignity and free of discrimination or harassment.

QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

Complete all necessary administrative and statistical requirements within the guidelines.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

3. KEY SELECTION CRITERIA

Essential:

- Formal qualification leading to condition free registration in Australia
- Registration with the Nursing and Midwifery Board of Australia (NMBA) via AHPRA
- Driver's license
- Minimum of 5 years' experience in an acute mental health setting

Experience:

- Recent experience in a mental health setting (preferably with some experience in a community setting)
- Demonstrated commitment to and ability to practice utilising recovery orientated practice in mental health, with a focus on working collaboratively with consumers and carers to promote self-determination and enable progress towards reaching personal recovery goals.
- Demonstrated ability to work both independently and as part of a multidisciplinary team and to contribute to a positive team environment.
- Experience working in partnership with other service providers that promotes a spirit of cooperation and collaboration and respect for each other's philosophy, priorities, knowledge, skills and experience.
- Demonstrated ability to provide discipline specific nursing skills and knowledge within a mental health setting.
- Demonstrated clinical skills aligned with experience and scope of practice.
- Willingness to contribute to the professional development of others, in particular the novice workforce

Knowledge and Skills:

- Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, Mental Health Act, Nursing Midwifery Board of Australia, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.
- Awareness and understanding of National Standards and Accreditation Standards.
- High level communication, both written and verbal, demonstrated high level of inter personal skills with consumers, their families and all health care professionals.
- Commitment to ongoing professional development.
- Computer literacy and embracing of health technologies and informatics.

Personal Attributes:

- Exhibits behaviour which reflects the Eastern Health values.
- Promotes and contributes to a supportive and engaged team environment.
- Commits to providing a safe environment for all.
- Respectful, collaborative and kind.

Attachment – EH Nursing & Midwifery Domains of Practice Professional Framework

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Prior to accepting any offer of employment, prospective employees will be required to undertake a National Criminal Check.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1 – NURSING & MIDWIFERY DOMAINS OF PRACTICE

The **Nursing Midwifery Domains of Practice** resource has been developed by the Eastern Health Nursing Midwifery Executive using the domains of nursing as identified by Ackerman et al. (1996)(1) and the National Common Health Capability Resource (2013). Its aim is to support the individual clinician by promoting common behaviours and skills which comprise and represent the complex role of nursing and midwifery.

There are five domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives; comprehensive patient care, support of systems, education, research and professional leadership. (See summary at Table 2)

Recognising that the level of skills acquisition will be dependent on nurses and midwives' specific roles and experience, the domains have been referenced to the 'novice to expert' skills acquisition model first developed by Dreyfus(2) and adapted for nursing by Benner.(3)

Behaviours are specified at five different levels, and reflect an increasing degree of autonomy, complexity, awareness and activity being performed.

Table 1: Summary of Behaviour Levels

Novice	Advanced Beginner	Competent	Proficient	Expert
Works within a known and stable context , consulting when abnormalities arise before taking action	Works within a known and stable context , consulting when abnormalities arise	Acts independently in routine situations within scope, and responds to known dilemmas	Acts independently in complex situations within scope, and responds to unknown dilemmas	Provide vision and direction and shape and implement strategies and initiatives that enable others to perform as required

Levels do not equate to roles or hierarchy within the workforce. Instead, the levels reflect what level of behavioural skill is required to achieve the desired care goals or outcomes in a given situation. Levels should be treated as cumulative, meaning that behavioural indicators at subsequent levels in the scale should be read in conjunction with the behaviours specified at any lower level.

Some levels may serve as an aspirational standard in some instances, rather than accurately reflecting behaviours of current practice. Where a gap exists between current and future practice behavioural skill requirements, there should be aspiration to meet the standard specified to enhance or effectively meet individual and community health needs.

Table 2: Domains of Practice

Domains of Practice				
Direct comprehensive care	Support of systems	Education	Research	Professional leadership
• Patient history • Patient assessment • Perform and deliver care • Monitor & Evaluate Care	• Planning for the Future • Safety and Quality • Recruitment & Retention	• Education of patients & families, relationship building • Own professional education • Professional education of others	• Knowledge of research evidence relevant to area of practice • Involvement and dissemination of research	• Professional conduct • Accountability

