

POSITION DESCRIPTION

Position Title	General Manager/ Director of Nursing
Reports to (Title)	Chief of Health Operations
Executive Director	Chief of Health Operations
Department	Cabrini Mental Health
Position Location	Hopetoun
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	

Position Summary & Role Purpose

The General Manager/Director of Nursing provides overall leadership for strategic direction, day to day operations, quality and clinical governance, resident experience and professional development of staff within Cabrini Mental Health.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- Develops a culture of high quality mental health clinical care and professional standards which ensure that patients are treated with respect and individual needs are met.
- Develops strategic and operational plans for the delivery of an outstanding mental health experience for inpatients.
- Ensures that inpatients are provided with information and support to make informed choices in regard to their care as per the Mental Health Act 2014.
- Adheres to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Providing leadership for innovation, change processes and co-ordinated responses to emerging service and workforce needs.
- Participates in relevant site and organisational committees

1.2 Operational Responsibilities

- Oversee operations including financial and activity targets, quality and safety, workforce and patient experience on a day to day basis.
- Oversee the quality improvement program for mental health services. This includes monitoring and ensuring compliance against accreditation standards and pertinent regulatory and legislative requirements; complaints management and risk minimisation activities.
- Co-ordinates mental health accreditation activities ensuring that Hopetoun is suitably prepared for survey and other requirements.

- Provides structured education and training support to ensure and improve staff understanding and knowledge of the relevant legislative and accreditation requirements in relation to mental health; quality improvement activities; patient care and satisfaction and responsibilities and expectations.
- Fosters inter-professional communication and attends meetings as required or requested to assure the consistency and reliability of the Cabrini quality systems.
- Acts as key personnel as is requirement of the Mental Health Act 2014.

1.3 Delivering outstanding resident and family experience

- Promotes care delivery that is organised around the resident, where patients participate in decisions about their care.
- Ensures policies, protocols and procedures in relation to patients' rights, complaint management and privacy are complied with.
- Monitors and reviews patient and family experience and satisfaction through surveys and feedback forms. Responds to complaints in a timely manner.
- Communicates themes and trends of feedback and ensures feedback is incorporated into the quality improvement program.
- Reports comments and complaints feedback to relevant committees and meetings
- Ensures investigation and follow up of reportable deaths, assaults, injuries, complaints and other major incidents as is required by relevant regulations and legislation and Cabrini Health.

1.4 Responsible resource management

- Ensures that the workforce maintains currency in practice, skills and knowledge through responsive staff development program and active performance management system
- Ensures that resources are administered justly, fairly and consistently within budget.
- Develops the staffing profile and resource requirements within the strategic direction, financial expectations and relevant KPIs to ensure the provision of safe resident care and outstanding resident experience
- Monitors financial performance and presents reports to relevant committees and meetings.
- Ensures the environment supports the work health and safety of staff, patients and visitors and promotes staff participation in the Work Health and Safety program

1.5 Professional development

- Maintenance of ongoing personal professional development and continuing education
- In collaboration with other managers develops facility plan for continuing education and professional development.
- Identifies and encourages leadership and management development at the senior manager level, encouraging participation in continuing education and membership with mental health care and other professional bodies.
- Ensures resources are available to provide adequate continuing and in-service education to maintain contemporary practice and deliver quality resident care and outstanding resident and family experience.
- Promotes and monitors compliance with Cabrini mandatory training

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, patients, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, patients and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

The General Manager/Director of Nursing

- Reports directly to the Chief of Health Operations
- Maintains a professional, collaborative relationship with the Executive Director of Nursing and Cabrini Institute

- Is responsible for the management of all Cabrini Mental Health staff

Committee Membership

The General Manager/ Director of Nursing will participate as a member of the following committees:

- Cabrini Clinical Executive, Cabrini Quality Standards and Services, Cabrini WHS Committee.
- Director of Nursing Leadership Committee
- Relevant external committees as a representative of Cabrini
- Others as directed by the Chief of Health Operations

Staff Development

The General Manager/ Director of Nursing will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

The General Manager/ Director of Nursing must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- Bachelor of Nursing
- Postgraduate qualification in mental health nursing
- Further qualifications in Health and/or Business Administration (desirable)
- Qualifications and/or experience in Quality Management

Registration

- Current unrestricted registration with AHPRA as a Division 1 Nurse
- National Police Check

Experience and Skills

- Experience as a senior leader or manager in inpatient mental health services.
- Experience within a private mental health setting (desirable).
- Experience with program development for inpatients.
- Experience in leading services or organisations through times of change.
- Highly developed interpersonal skills, with the capacity to working closely with a wide range of clinical and non-clinical personnel and to communicate and negotiate at senior levels.
- Sound knowledge of the theory and principles of quality management, evidence based practice and systems improvement.
- Experience in developing and implementing patient safety and/or quality improvement programs in large healthcare organisations, including mental health care, and commitment to, a team based approach to service provision and management.
- Capacity to define and reconcile complex and competing priorities, together with the ability to identify and engage key stakeholders in addressing the same.
- Project management, report writing and presentation skills.

Knowledge

- Demonstrated understanding of the requirements of the Mental Health Act 2014 (Victoria)

- Demonstrated understanding of the requirements of the Nurses Act & ANMC National Competencies
- Demonstrated knowledge of State and Commonwealth Legislation and accreditations
- Demonstrated knowledge of Cabrini Mission, Values and Vision
- Demonstrated knowledge of application of Mental health Care funding models

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, patients and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and patients, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/patients
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive

We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic
---	--

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved: _____
Group Director People and Culture

Date

Approved: _____
Chief of Health Operations

Date