

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Psychiatric Enrolled Nurse (PEN) - Medication Endorsed Specialist Older Adults Community Team (SOACS-MH)
Business Unit/Division:	Mental Health division
Award Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification:	PE51 - PE53
Employment Type:	Part time - Ongoing 0.8
Reports to:	Team Leader-Specialist Older Adults Community Service Manager-Specialist Older Adults Community Service
Date Prepared/Updated:	August 2026

ROLE STATEMENT

General Role Statement:

The Specialist Older Adult Consultation Services is a specialist team that provides assessment, treatment and episodic rapid response for older adult consumers with a mental health diagnosis and frailty/complex comorbidities residing in the community (including Residential facilities). The service will (i) provide place-based care at the level and timeliness of service appropriate to the acuity of the consumer's health condition (ii) prevent avoidable presentations to ED, (iii) reduce readmission to Inpatient units, (iv) support the transition of consumers from community living to RACF (respite or permanent residence) and to/from Inpatient admission episodes.

In the Future this may become a 7-day per week service. This position then will be required to work a rotating roster.

The PEN contact clinician may be may be required to work/travel to other sites as required.

This position is responsible for:

- The PEN community Contact clinician will work within their scope of practice.
- Under the broad direction of an RN, undertaking community-based case work in accordance with plans and directions of the primary key clinician.
- The PEN is Expected to take a complex and critical approach to clinical care with an increased breadth and depth of knowledge and skills and exercise considerable judgement when responding to events or situations.
- Including escalating concerns and risks as required to ensure collaborative timely support. To evolving situations.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.

- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Organisation-Wide Contribution:

- Work collaboratively with colleagues across all Northern Health teams.
- Complete accurate and timely health service data and statistical information as directed, within nominated timelines.
- Participation in supervision, line management, and orientation.
- Continue to learn through mandatory training and other learning activities.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

Diversity and Inclusion:

- A knowledge of consumer Rights and Responsibilities, and the ability to facilitate consumers to make informed choices for recovery;
- An awareness of issues relating to cultural diversity, and how these may influence service choices and delivery.
- A knowledge and ability to facilitate consumer and family/carer participation at all levels within the service.
- Support achievement of Northern Health's Cultural responsiveness plan.
- Model respectful and collaborative behaviours aligned with Northern Health's values.

Innovation and Culture Change:

- Support and drive cultural change initiatives that promote a strengths-based, person-centred, and trauma-informed approach across the service.
- Facilitate change readiness within the team by promoting open communication, collaboration, and a shared vision for service evolution.
- Actively challenge stigma and outdated practices, promoting a culture that embraces continuous improvement, innovation, and reflective practice.
- Actively engages in the wider multidisciplinary team, promoting team work and respect

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Australian driver licence
- Current AHPRA registration as endorsed PSEN
- Diploma of Nursing (PEN) and current registration with AHPRA; or Certificate IV in Nursing with additional qualifications and hold a NMBA approved qualification in the administration of medicines

Experience:

- Recent experience working in the clinical field of mental health, particularly experience in acute mental health services
- Working knowledge of mental health legislation, regulations, policies and procedures
- Well-developed interpersonal, communication and diplomacy skills, including the capacity to effectively consult and problem solve
- Working with older people and knowledge of specific mental health needs of this age group
- Strong commitment to quality improvement
- Excellent communication and written skills

Knowledge, Skills and Behaviours:

- Provide oral medication supervision and the administration of Long acting injections to consumers
- Provide assertive outreach to consumers of the SOACS-MH
- Demonstrated capacity to conduct mental state examination, psychosocial and community-based assessment
- Ability to monitor consumer's physical and mental health status and provide appropriate intervention including participating in established processes for metabolic monitoring of consumers
- Undertake community-based case work in accordance with plans and directions of the Key Clinician
- Under the guidance of the key clinician and multi-disciplinary team, implement and evaluate wellness recovery plans in the community settings
- Provide psycho-education to carers/families/services whenever appropriate
- Prepare for consumer related case presentations/reviews and participate in clinical case conferences and other related meetings
- Assist consumers/ carers to access appropriate support services within community settings
- Liaison with and provide support to relevant health care providers and community services such as SRS, PDRS, GP's & pharmacy staff
- Demonstrate advanced knowledge of the Mental Health Act and other relevant legislation
- Undertake portfolio responsibilities such as OH&S, Quality Improvement, Complementary Therapies, Welfare and Social Service, Disability, Family/Carer and Consumer Education
- Make initial contact with consumers from OAIPU within 5 days of discharge, complete initial safe home screen. And complete home visit within fortnight of discharge.
- make recommendations to an RN regarding clinical decisions based upon clinical assessment, need and priority
- remain calm and solution focused under pressure
- Active participation in clinical supervision on a regular basis in line with profession specific needs is strongly encouraged
- Demonstrate behaviour that supports a Recovery approach to care
- Ensure contact data is entered accurately and within the specified timeframe

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date:

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