

Position Description

Position title	Team Coordinator, Emergency Department Mental Health Nurse
Department / Division	Mental Health/Medicine
Classification	RPN5 Registered Psychiatric Nurse (NP51)
Position reports to	Operational: Operations Manager, Mental Health Professional: Senior Psychiatric Nurse
No. of direct & indirect reports	10
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>"A world where all kids thrive"</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
RCH Mental Health is a Level 5 tertiary Infant, Child and Family Area Mental Health and Wellbeing Service and comprises community and hospital-based services. This includes three multidisciplinary community teams which are based in Travancore, St Albans and Tarneit, and a variety of Mental Health teams operating from the hospital. The Emergency Department Mental Health Team is based in the RCH Emergency Department and may

consist of clinicians from a range of backgrounds such as speech pathology, nursing, social work, occupational therapy and psychology.

ROLE PURPOSE

This position will develop and strengthen the coordination and support of the Emergency Department Mental Health team and have operational management of the Emergency Department Mental Health Clinicians and the Rapid Response Clinic. This includes building and maintaining a sustainable staffing model. The role will establish, implement and evaluate clinical pathways for consumers presenting to the Emergency Department with serious mental health concerns that include the Banksia Ward (Adolescent Inpatient Unit) and community mental health providers. The position will also have a key role in supporting the interface with the clinical and operational leadership of the Banksia Ward and with the leadership of the Emergency Departments by ensuring handover of clinical and operational issues. The role will also include the direct delivery of mental health care in the Emergency Department to children and young people.

KEY ACCOUNTABILITIES

Clinical practice

- Provide high quality mental health nursing care for children and young people in the Emergency Department
- Provide active and visible leadership to support safe, high quality, evidence-based nursing care

Optimising health systems

- Develop and maintain a sustainable staffing model for the After-Hours Emergency Department Mental Health Clinicians
- Contribute to the strategic planning of the Mental Health Department, aligned with organisational values and strategic plan.
- Reporting of key performance indicators in Mental Health Department meetings as required.
- Establish effective collaboration with the Emergency Department leadership team, with Banksia Ward leadership team to facilitate access for consumers admitted to the Ward, and with specialist mental health providers in the community including Parkville Youth Mental Health and Wellbeing Service.
- Maintain professional and efficient record-keeping both written and electronic including service activity data as required in accordance with the RCH policies
- Excellent organisational and planning skills with ability to prioritise workload and competing demands.

Education

- Identify, develop and implement training opportunities for ED MH clinicians
- Ensure completion of regular performance evaluations to provide constructive feedback, and identify opportunities for professional growth and development within the team
- Support and promote a culture of continuing professional development
- Maintain currency with evidence-based practices and educational resources relevant to the workforce

Research and improvement

- Develop, implement and evaluate clinical pathways for children and young people presenting to the Emergency Department with serious mental health concerns
- Monitor and identify areas for improvement, and implement strategies to enhance patient safety, clinical outcomes and patient and family experience measures

Professional leadership

- Provide strong leadership, guidance, and support to nursing staff, promoting a positive and collaborative culture
- Promote and develop a dynamic, flexible, resilient, and skilled workforce through effective staff management, professional development and career progression opportunities
- Promote teamwork, collaboration, and effective communication among teams and encourage a supportive and respectful work environment
- Collaborate with key internal stakeholders to develop and implement initiatives that align with the RCH strategic plan and organisational priorities
- Participate in clinical supervision
- Provide leadership in other areas beyond clinical service delivery including quality initiatives, research, teaching, policy development, review of processes and standards to assist department development and maintenance of high-quality evidence-based services
- Support the clinical leadership team comprising consultant and principal psychiatrist
- Provide high quality operational supervision for mental health clinicians based in the Emergency Department
- Lead an integrated multi-disciplinary team that ensures patient care is integrated and effective
- Manage the Rapid Response Clinic for patients redirected from ED

QUALIFICATIONS AND EXPERIENCE

Essential:

- Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia (NMBA) administered through the Australian Health Practitioner Regulation Agency (APHRA)
- A postgraduate diploma in psychiatric/mental health nursing or completion of a specialist undergraduate Mental Health Nursing program or a specialist post basic course of training which led to registration as a Division 3 Nurse.
- Minimum of 5 years post-registration experience in mental health nursing
- Experience in providing quality clinical/professional supervision to staff and students
- Relevant clinical experience
- Demonstrated effectiveness in working in true partnership with other community mental health teams and community/family welfare agencies to plan and implement effective interventions for children and young people experiencing complex mental health problems
- Highly developed written and verbal communication skills and inter-personal skills
- Demonstrated commitment to ongoing personal and professional development, as evidenced by a Continuing Professional Development (CPD) record or Professional Practice Portfolio (PPP)
- Proven capacity for clinical leadership in a team environment and ability to work as a senior team member
- Experience in providing quality clinical/professional supervision to staff and students
- Competency in Information Technology software (e.g., Microsoft Office, internet search engines, etc.)
- Interest or experience in research and program evaluation and project management

Desirable:

- Demonstrated skills, knowledge and behaviours in successfully leading staff/teams and or change initiatives
- Expertise in a clinical speciality area relating to your discipline
- Completion of the Developmental Psychiatry Course (DPC) and post graduate training in relevant area

KEY SELECTION CRITERIA

- Excellent, RPN 5 level clinical skills in child and adolescent mental health working with recovery-focused, evidenced-based and family-friendly approaches
- Highly evolved leadership, engagement, interpersonal and communication skills, to positively influence team, internal and external stakeholders to achieve mutual understanding and agreed outcomes.
- A strong interest and capacity in improving clinical service provision in collaboration with the team Consultant Psychiatrist
- Proven success in leadership, change management and quality improvement
- Demonstrated ability to undertake financial oversight and reporting for clinical activities
- Demonstrated capacity in human resource management, managing conflict and fostering staff wellbeing
- Strong organisational skills
- Well-developed capacity to develop and maintain partnerships with key service providers
- Knowledge of developments in the field of child and adolescent mental health
- Demonstration of awareness and understanding of legal obligations when working in a CAMHS context in Victoria
- A flexible and adaptable approach to functioning in a team and departmental environment that enhances the team's and Department's high performance.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care

- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

JUNE 2026