

Position Description

Keyworker/PEN - Medication Endorsed- Night shift

Classification:	Psychiatric Enrolled Nurse - PEN Level 2
Business unit/department:	Adult and Older Adult Mental Health Service
Work location:	Heidelberg Repatriation Hospital
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028 Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028
Employment type:	Part-Time
Hours per week:	32
Reports to:	Community Recovery Program Manager
Direct reports:	Nil
Financial management:	NA
Date:	24 September 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

As an Enrolled Nurse at Austin Health you are responsible for the provision of patient-centred care working to your full scope of practice as determined by the Nursing and Midwifery Board of Australia and depending on your education and medication authority. The enrolled nurse is responsible for implementing patient centred care and monitoring the outcomes of this whilst communicating with the registered nurses and other health professionals.

The Enrolled Nurse is a key member of the nursing team and is required to always work under the direction and supervision of the registered nurse. You will retain responsibility for your actions and are accountable in providing delegated nursing care.

The PEN Level 2 is accountable to the Manager of the Community Recovery Program (CRP) and will work collaboratively with the Community Mental Health Support Services (CMHSS) provider (Mind Australia) and with the broader Mental Health Division staff.

The PEN Level 2 will be required to work within a multidisciplinary team and demonstrate an ability to work under the leadership of the RPN3 within a case management/key working structure. Staff will communicate using recovery language that fosters self-determination and hope, is person centred, goal directed and focuses on personal strengths. The CRP policy on Recovery Principles for Service Delivery will guide staff in working within the philosophy of recovery.

The PEN Level 2 will assume responsibility for their own practice, based on their level of competence and contribute to the efficient and effective day to day running of the CRP with the support of an RPN3. The EN Level 2 will provide direct support to individual consumers to identify their psychosocial needs, promote education and skills training to sustain a meaningful life, assist consumers to return to a place of residence, work collaboratively with clinical partners and stakeholders, provide support to families and carers and undertake group work with the support of the wider team.

About the Adult and Older Adult Mental Health Service, Community Recovery Program

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

The Community Recovery Program (CRP) sits under the Adult Services Directorate and offers expertise from Nursing, Medical, Community Mental Health Practitioners, a Peer Worker, Family and Carer Worker, Ancillary Staff, Management and external stakeholders and resource partners working collaboratively with residents to achieve a meaningful life through a stage approach to recovery.

The CRP is a mental health initiative developed in partnership with Mind Australia, providing 24-hour 7-day residential rehabilitation to consumers with long term psychiatric disability. CRP offers 22 purpose built, self-contained units and a comprehensive program of clinical treatment, recovery focused interventions, activities, groups, and practical involvement in community outreach

Position responsibilities

Role Specific:

Core Enrolled Nurse responsibilities in the provision of patient centred nursing care include the recognition of normal and abnormal in assessment, intervention and evaluation of individual health and functional status. The enrolled nurse monitors the impact of nursing care and maintains ongoing communication with the Registered Nurse regarding the health and functional status of individuals.

Enrolled Nurses are able to administer medications under the supervision and direction of a Registered Nurse if they have completed a NMBA approved course.

In accordance with the Nursing and Midwifery Board of Australia approved standards for practice for the Enrolled Nurse, 2026, the domains are described below. Please refer to the standards at <http://www.nursingmidwiferyboard.gov.au> for further details.



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Professional and Collaborative Practice

- Function in accordance with law, policies and procedures affecting enrolled nurse practice
- Practice nursing in a way that ensures the rights confidentiality, dignity and respect of people are upheld
- Accept accountability and responsibility for own actions within Enrolled Nurse practice

Provision of Care

- Interpret information from a range of sources in order to contribute to planning appropriate care
- Collaborate with the Registered Nurse, the person receiving care and the healthcare team when developing plans of care
- Provide skilled and timely care to people receiving care and others whilst promoting their independence and involvement in care decision-making, and
- Communicate and use documentation to inform and report care

Reflective and analytical practice

- Provide nursing care that is informed by research evidence
- Practise within safety and quality improvement guidelines and standards, and
- Engage in ongoing development of self as a professional

As a member of the CRP team, the PEN Level 2 will:

- Undertake key working/case management duties with residents and the team
- Ensure a high standard of professional practice is maintained with the early identification of potential risk, deterioration in mental state related to consumers, and the use of effective interventions
- Role model practices that align with the principles of recovery
- Assume responsibility for delegated duties whilst remaining accountable to the RPN3
- Assist the RPN3 in managing any crisis situations
- Supervise medication and monitor compliance and side effects
- Maintain and promote effective communication, both written and verbal, to ensure information and documentation is accurate and meets required standards
- Work collaboratively with all staff to ensure shifts are organised and tasks completed
- As a key worker, develop and implement recovery goals identified in collaboration with the consumer/carer. Monitor through participation within Clinical Review
- Service Plan in collaboration with the consumer and where appropriate, the carer
- Complete Outcome Measures, Substance Use assessments, Metabolic Monitoring and any other nominated KPI's as required
- Ensure progress notes in the electronic clinical file and electronic handover template reflect accurate clinical information and meet documentation standards
- Work alongside consumers in their apartments to role model and foster individual recovery goals and needs and be actively involved in community outreach
- Ensure treatment and care is delivered in a manner that is sensitive to language, gender, religion and individual beliefs
- Participate in and facilitate groups and activities within the CRP
- Actively work in collaboration with carers and families
- Participate in line management and clinical supervision
- Participate in in-service education and complete all mandatory training annually
- Participate in admission processes and discharge planning as required
- Assist with the orientation of nursing students
- Work a rotating roster of afternoon shifts, weekends, public holidays.
- Contribute to the day to day operations of the residential service by ensuring units and communal areas are home-like and welcoming at all times



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All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub)
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection criteria

EN Level 2:

- Does hold and is required to hold a NMBA approved qualification in administration of medicines **and** has at least 2 years of experience.

Essential Knowledge and skills:

- Minimum of 2 years professional experience in a mental health care setting
- Knowledge of the Mental Health Act 2014 and other relevant legislation.
- Demonstrated knowledge of recovery and collaborative clinical practice
- Patient-centred approach to evidence-based service delivery
- Demonstrated knowledge of professional standards
- Commitment to quality, best practice and environmental safety
- Ability to communicate effectively in both written and verbal form
- A positive approach to ongoing self-education and skill development
- A flexible, innovative team-oriented approach to service delivery
- A positive approach to change and diversity
- Current Victorian Drivers Licence

Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department

Professional qualifications and registration requirements

Minimum Qualifications

- Enrolled Nurse registered with the Nursing & Midwifery Board of Australia (NMBA)

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.



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- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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