



Position Description

Child and Family Health Nurse

Position Title	Child and Family Health Nurse
Location	Maroochydore; this position involves travel to various locations within catchment area including regular working days in Gympie
Employment Status	Fixed Term; Part-Time 22.5 hours per week
Position Report To	Midwife – Mums & Bubs
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available for full time status Employer contribution to superannuation (12.75%)

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, Aboriginal Community Controlled Health Organisation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide "Closing the Gap" health status improvement initiatives

Our Vision: To 'close the gap' in the health status of Aboriginal and/or Torres Strait Islander people through a holistic approach to patient health and wellbeing.

Purpose of the Position

The NCACCH Child and Family Health Nurse is part of the Health Services Team and reports directly to the Midwife – Mums and Bubs Program, and at times takes direction by the Aboriginal Medical Service - Practice Manager. The role is responsible for providing and coordinating all aspects of quality care for Aboriginal and Torres Strait Islander and non-Indigenous parents/legal guardians and their children with a focus on preventative care, early detection and early intervention in physical, social and emotional health.

The position is responsible for specialist community and primary health nursing services that focus on the prevention, early detection and management of health challenges for Aboriginal and Torres Strait Islander families and infants from six (6) weeks up to the age twelve (12). As a member of a multi-disciplinary team, the NCACCH Child and Family Health Nurse will deliver culturally safe and quality care in accordance with NCACCH's Model of Care. The role will entail service delivery from designated primary clinic location/s and/or outreach services, under limited supervision, as required.

Guided by standards mandated by the Nursing and Midwifery Board (AHPRA), the NCACCH Child and Family Health Nurse is expected to operate with the highest level of integrity, accountability, and professionalism in accordance with NCACCH's values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation's service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCH's current quality management systems

Selection Criteria

Essential:

- Demonstrated clinical child health experience working within an Aboriginal and Torres Strait Islander Community Controlled Health Service (ACCHO) or similar
- Demonstrated ability to recognise individual communication needs and to adapt messages and approaches accordingly
- Demonstrated ability to work with, communicate & engage effectively with Aboriginal and Torres Strait Islander peoples, communities and their leaders, respecting traditional culture, values
- Strong knowledge of Aboriginal and/or Torres Strait Islander culture, health and health disparities between Aboriginal and non-Indigenous population across South-East Queensland
- Proven case management skills and experience providing follow-up care services for clients with a focus on self-management
- High level project management skills, including the ability to deliver under pressure, meet deadlines and manage competing work priorities
- Highly developed interpersonal and communication skills with the ability to liaise, consult and negotiate positive program outcomes in collaboration with both internal and external stakeholders
- Self-motivated, highly organised with strong initiative and proven ability to work autonomously
- Competent using health information databases, both PC and web-based programs and applications, including MS Office suite and ability to learn other relevant systems as required.

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Mandatory / Professional Registrations and Licences

- Mandatory possession of nursing qualification; Bachelor of Nursing and Registration with the Australian Health Practitioner Regulation Agency (AHPRA) with a current annual practicing certificate is essential
- Post Gradual qualification, or evidence of current enrolment, in Child and Family Health
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people unless an exempt professional
- Current First Aid & CPR qualifications
- Satisfactory Police Check – no Serious /Criminal/Court Record

Desirable:

- Demonstrated knowledge and experience working with an electronic Patient Management System e.g. MMEX
- Strong understanding of the principles of primary health care, cycle of care and the role of a Registered Nurse
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions
- Knowledge of local, state, and national health policies, resources, and organisations
- Understanding of the social determinants of health and how these impact on health behaviours

General Role Requirements

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

Mandatory Vaccinations

- Full vaccination against COVID-19, including booster. Evidence that is required for this includes, myGov record or immunisation history statement.

Position Responsibilities

Service Provision within the clinic/mobile clinic

- Provide culturally effective first point of medical engagement including, taking of medical history/detail/s
- Support patients and babies from preconception, pregnancy and postnatal care until the child reaches two (2) years of age
- Support patients and children up to the age of twelve (12)
- Assisting with breastfeeding, promoting bonding and providing guidance on newborn care
- Coordinate services with the woman and her family, advocating and supporting the woman's informed choice and right to feel culturally safe
- Provide routine screening services to patients including blood pressures, blood sugar levels, temperatures including the appropriate reporting and recording requirements
- Provide treatment and care to all patients under the direction of the GP, including immunization of all babies, children & adults in line with the Australian Immunization Handbook including the appropriate reporting and recording requirements
- Conduct comprehensive Child and Adult Health checks in line with NCACCH policy and procedures and national guideline recommendations
- Provide wound care and assessment
- Liaise and coordinate treatment, care and follow up through consultation with other visiting allied health/specialists, hospitals and agencies
- Attend home visits
- Primary responsibility for monitoring and ensuring maintenance of cold chain systems and other medical storage systems & clinical equipment

Care Coordination

- Provide care coordination services to Mums and Bubs clients living with chronic conditions, with a focus on diabetes, respiratory, cancer, renal and cardiovascular conditions
- Support Mums and Bubs clients, with a chronic disease, to access appropriate support and specialist services with the aim of achieving self-management
- Support evidence-based learning environment and participate in learning activities, including clinical supervision with an appropriate supervisor, for self and others
- Support Mums and Bubs clients by assisting and participating in case-management conferences where relevant
- Support clinical duties undertaken by NCACCH Aboriginal and Torres Strait Islander Health Workers/Practitioners and/or Aboriginal and Torres Strait Islander Child Health Practitioners
- Complete all associated administrative tasks in accordance with internal policies, procedures and timeframes
- Obtain baseline health and continued specific observation data of participants
- Collaborate with other organisations to facilitate access and a continuum of care in the community
- Ensure reportable data and plans are delivered in accordance with reporting requirements

Data Administration:

- Maximise Medicare Billings/claims through effective and timely clinic and patient records processes
- Accurately document patient files with treatment and medication information
- Ensure maintenance and confidentiality of patient health records
- Maintain accurate patient records, including the collection and collation of statistical information in order to forecast demand for services and allocation of budgets
- Ensure and maintain recall system and follow up register for patients

Education and Promotion of Health Literacy:

- Developing and delivering culturally appropriate health promotion programs and/or workshops for Aboriginal and Torres Strait Islander women, parents/guardians and their families
- Educating women about sexual and reproductive health, contraception and family planning
- Provide education for patients and families on the roles of various providers involved in their care, reasons for referral and importance of follow up care
- Support patients and families with information, resources and advice in response to specific requests and/or identified need
- Working closely with other NCACCH clinical and non-clinical services to identify opportunities for individual, family and community education to build knowledge about wellbeing including healthy life choices, risk factors, chronic conditions, breadth and availability of health care and related services

Collaborate

- Work collaboratively and holistically within a multidisciplinary team environment to engage patients and families in the management of their wellbeing from a social, cultural, physical, and emotional perspective
- Provide support and guidance to non-Aboriginal and/or Torres Strait Islander colleagues on cultural ways/societal factors which may influence or require consideration when working with patients and families
- Liaise with CheckUp and specialists to organise surgeries for eligible NCACCH clients

Service Development and Improvement

- Actively participate in regular clinic meetings, case conferencing, continuous quality improvement meetings and activities
- Understands the importance of clinical governance processes
- Identify opportunities, attend and contribute to local and regional service development and quality improvement forums
- Analysis and identification of quality improvement opportunities from direct input, feedback from patients, families and community, as well as information drawn from the electronic Patient Information Management System

Relationship Management

- Foster productive working relationships with other NCACCH staff to achieve seamless support services

- Actively seek to build and maintain strong working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community

Information Management

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility
- Maintain accurate record keeping systems as part of the ongoing evaluation and efficient management for programs and services

Excellence:

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

Safety:

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

Legal Obligation:

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

- In line with the Nursing and Midwifery Board of Australia, the Child Health Nurse is required to perform the following:
 - Meets all required *Nursing Standards for Practice* while performing role duties.
 - Maintains responsibility for his/her actions and remains accountable in providing delegated midwifery care.
 - Maintains responsibility for ongoing self and professional development to maintain knowledge base through life-long learning and continue to demonstrate the types of core nursing activities that a midwife would be expected to undertake on entry to practice.

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.