Position Description

Practice Nurse

Position Title	Practice Nurse
Location	Maroochydore; travel may be required across NCACCH service region/s
Employment Status	Permanent; Maximum Term - Full time
Position Report To	Practice Manager - Maroochydore
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available 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 Practice Nurse is part of the of the Health Services team and reports directly to the Practice Manager.

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 people. As a member of a multi-disciplinary team, ensure effective screening, service delivery and administration practices are delivered in accordance with NCACCHs Model of Care. The role will entail service delivery from designated primary clinic location/s and/or outreach services, under limited supervision, as required.

The NCACCH Practice Nurse is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position works closely with the Practice Manager to ensure NCACCHs business objectives are met through robust and effective support systems and activities to support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

Selection Criteria

Essential:

- Demonstrated clinic-based experience within an Aboriginal and Torres Strait Islander Community Controlled Health Service (ACCHO) or similar
- Demonstrated ability to implement and support a medical/primary health care team and effectively plan and coordinate own and teams workload to achieve results
- Demonstrated ability to communicate and empathise with Aboriginal and Torres Strait Islander people
- Demonstrated experience in leading/working within a multidisciplinary team environment, including the ability to demonstrate exceptional clinical skillsets
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems
- Strong administrative skills including the ability to prioritise competing work priorities, maintain accurate and legible records and meet targets and performance outcomes
- Strong interpersonal and communication skills with a focus on patient outcomes; including the ability to develop meaningful relationships whilst respecting traditional culture and values
- Demonstrated highly developed written and verbal communication skills with the ability to liaise with patients, internal and external stakeholders

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

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

Mandatory Qualifications/ Professional Registrations and Licences

- Bachelor of Nursing or similar qualifications
- Current C Class Drivers Licence (QLD)
- Current AHPRA Registration & Professional Indemnity Insurance
- 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

General Role Requirements

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

Position Responsibilities

Supervision of trainees/students:

- If required, direct and indirect supervision of nursing staff to ensure quality of care, appropriateness, timeliness and completeness
- Provide guidance, support, feedback and opportunities for professional growth and development
- As required, assign tasks and responsibilities based on trainee/student competencies and workload
- Ensure training, understanding and compliance with relevant policies, protocols and guidelines
- Supporting the navigation of ethical problems and appropriate decisions making
- Ensuring professional boundaries are established and maintained between trainee/student and patients
- Proving guidance and support to trainees/students during clinical rotations
- Educating trainee/student in best practice of treatment plans, follow-up care and referrals
- If required, conduct evaluations of trainee/student to assess performance and identify areas for improvement

Service Provision within the clinic/mobile clinic:

- Provide day to day health service activities within the context of Comprehensive Primary Health Care in a professional, confidential and culturally safe manner
- Provide culturally effective first point of medical engagement including, triage assessments, taking of medical history/detail/s
- Provide routine screening services to patients including blood pressures, blood sugar levels, temperatures including the appropriate reporting and recording requirements
- Perform best practice service delivery within scope of practice, observing universal precautions and follow standing orders / guidelines in the absence of a Senior GP
- Provide treatment and care to all patient's 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 to home visits with GP if required
- Primary responsibility for monitoring and ensuring maintenance of cold chain systems and other medical storage systems & clinical equipment
- Primary responsibility for implementing and overseeing a system for monitoring and educating of infection control processes including compliance with cleaning procedures
- Provide ongoing health education and promotion on a one-to-one basis to all the services patients
- Coordinate and initiate patient referrals, internally and externally, for specialist care in conjunction with Senior GP
- Maintain treatment/consulting room stock control and assist with preparation of procedures and clean up
- Use equipment as per procedures, report any functional problems, maintain sterilization procedures

- Check and audit the emergency trolley each day to ensure all equipment is working, including the restocking of emergency drugs
- Comply with Clinic Procedures Manual in the delivery of services
- Provide periodic performance and evaluation reports to the Practice Manager as required

Medications:

- Under limited supervision store, prepare and administer medication in accordance with unit policy, protocol and relevant legislation
- Instruct and educate patient/care givers on how to take medication, the correct dosage, storage and security
- Instruct patient/care givers on how to obtain new medication supplies when required and initiate and advocate for access to CTG through patient local pharmacy
- Complete stock-take of medications which includes, but not limited to; ordering, expiration dates and disposal
- Maintain accurate records of medications and management of policy and procedures that reflect current best practice and legislations

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

Relationship Management:

- Foster productive working relationships with other NCACCH staff in the delivery of seamless support services
- Actively foster productive 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
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility

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

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.