

TERANG & MORTLAKE HEALTH SERVICE

Registered Nurse Grade Three Mortlake Community Health Centre

TERANG & MORTLAKE HEALTH SERVICE (TMHS):

The Mission Statement, objective and strategies reflect the approach to health care that epitomises the climate for continued quality improvement. Each staff member is important to the service. To achieve our objectives everyone must understand that there has to be a commitment to providing health care that satisfies the person and the community. Holistic care can only be given when everyone, regardless of position, works together as a team. We are proud of the TMHS and its high reputation in the community. We believe that this reputation has been established by the recognition by every person, that the care of people, is the single most important reason for the Health Service's existence.

NAME:

CLASSIFICATION: Registered Nurse Grade 3

AWARD: Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020

FACILITY: Mortlake Community Health Centre **DATE JOINED:**

RESPONSIBLE TO: Director of Community Health

RESPONSIBLE FOR: The provision of nursing services to clients of the Mortlake Community Health Centre, ensuring that the standard of nursing care follows the philosophy and objections of the nursing department.

PERFORMANCE MONITORING:

An initial review of performance will be undertaken within six months and then formally reviewed every 12 months based upon this position description.

LAST APPRAISAL DATE:

NEXT APPRAISAL DATE:

REVIEW OF POSITION DESCRIPTIONS:

This position description will be reviewed annually (June each year), when the position becomes vacant or as deemed necessary.

EMPLOYEE

DATE

MANAGER

DATE

KEY SELECTION CRITERIA:

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon the 6 key performance indicators as indicated:

- 1. PERSONAL & PROFESSIONAL DEVELOPMENT**
Demonstrated experience and understanding of the continuation of both personal development and professional development in their career and industry.
- 2. CUSTOMER SERVICE**
Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.
- 3. ADMINISTRATION & DOCUMENTATION**
Using the processes that are in place, ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.
- 4. TECHNICAL SKILLS & APPLICATION**
Demonstrated knowledge and understanding in the application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.
- 5. TEAMWORK & COMMUNICATION**
Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, which is consistent with the philosophy, and policies of **TERANG & MORTLAKE HEALTH SERVICE**
- 6. CONTINUOUS IMPROVEMENT**
Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.
- 7. SPECIFIED ROLE**
Lists specific responsibilities and tasks related to the position.

QUALIFICATIONS:

ESSENTIAL: Current Registration with AHPRA.
Minimum three years post graduate acute nursing experience.

DESIRABLE: Experience in Urgent Care presentations desirable.
Good clinical assessment and triage skills.

SALARY & CONDITIONS:

In accordance with Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 - 2020

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KEY RESPONSIBILITIES

POSITION TITLE: Registered Nurse Grade Three

PERFORMANCE INDICATORS	DESCRIPTION
<p>P.1.1</p> <p>PERSONAL & PROFESSIONAL DEVELOPMENT</p>	<ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the aging process, general medical/surgical and emergency nursing management techniques required to care for clients of the Terang & Mortlake Health Service. • Demonstrate knowledge and understanding of the differing social, spiritual and cultural needs of clients, and a willingness to develop this knowledge further.. • Attend relevant staff meetings (minimum 6 per annum) and participate actively as required. • Attend a minimum of 30 hours of internal and/or external education programs relevant to your position per annum, and provide the attendance/completion certificates for your personnel file. • Demonstrate ability to continually develop both personally & professionally to meet the changing needs of your career & industry. • Demonstrated ability to attend all mandatory training sessions provided by the organisation and be actively involved in other training & development as required: includes CPR, fire and emergency procedures. • Demonstrated ability to actively participate in the Performance Appraisal process as required. • Demonstrate understanding of the principles of the National Safety and Quality Healthcare Standards (NSQHS) and Aged Care Quality Standards (ACQS). • Be aware of, and practice within, relevant legislative requirements. • Be aware of, and practice within, the Nursing & Midwifery Board principles and codes of conduct.
<p>P.1.2</p>	<ul style="list-style-type: none"> • Act in a professional manner at all times when dealing with internal & external clients. • Promote adherence to TMHS Mission, Vision & Values • Positively promote the Terang & Mortlake Health Service both internally & externally, to the wider community. • Be prompt and provide courteous service to clients, families/carers and colleagues. • Demonstrate an understanding of customer needs by: <ul style="list-style-type: none"> - Ensuring the dignity, privacy and confidentiality of each client is respected at all times. - Promoting positive and harmonious relationships between clients, relatives and colleagues. - Being aware of, supportive of, and respecting the needs of colleagues. - Being responsive to telephone enquiries which includes the identification of self and facility.

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	<ul style="list-style-type: none">- Respecting the basic freedom and rights of individuals.• Positively interact with significant family and friends of participants.• Be aware of the important role relatives / friends and volunteers play within the organisation, actively seeking feedback and responding as appropriate. Demonstrate awareness of the differing social, spiritual and cultural needs of clients, visitors and colleagues.
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<p>P.1.3</p> <p>ADMINISTRATION & DOCUMENTATION</p>	<ul style="list-style-type: none"> • Ensure that all documentation is accurate and completed in a professional and timely manner. • Use all resources in a responsible, effective and cost efficient manner. • Ensure the protection and safe keeping of property / belongings for both clients and the Health Service. • Document incidents / hazards on the appropriate form and notify incidents to the Director of Community Health • Report and record any equipment or item that needs repair / replacement via Biems • Through the appropriate lines of communication, report to your supervisor any issue, positive or negative, that may have a bearing on the running of the Terang & Mortlake Health Service. • Maintain a safe, clean environment for clients, visitors and staff and report any unsafe practices and / or unprofessional conduct immediately to the appropriate authority. • Understand the process for ordering medical supplies and pharmacy items and ensure that stock is replaced as required. • Ensure staff complete mandatory competencies within the agreed timeframe.
<p>P.1.4</p> <p>TECHNICAL SKILLS AND APPLICATION</p>	<ul style="list-style-type: none"> • Demonstrate current knowledge and understanding in the application of clinical skills to deliver optimum care to meet individual needs of the clients assigned to you. This includes knowledge of procedures, equipment and technology relating (but not restricted) to: <ul style="list-style-type: none"> - Resuscitation and emergency care, - Advanced Life Support - Drug and intravenous fluid management, - Collection of pathology specimens, - Management of the deteriorating patient - Ensures clinical handover is timely/relevant and consistent • Support the independence of clients through: • Actively participating in discharge planning and referral of clients based on assessed need. • Promote consumer/family and relevant stakeholder involvement and participation. <ul style="list-style-type: none"> - using the nursing process to assess, plan, implement and evaluate client care - Providing emotional support to clients by recognizing and interacting to provide support as required - Supporting clients spiritual development by arranging referrals as appropriate. • Consult with relevant health professionals and others as requested to meet the clients needs. • Involve the client / family / carer's in the care planning process as appropriate with the client's consent..
<p>P.1.5</p> <p>Team work & Communication</p>	<ul style="list-style-type: none"> • Be aware of, and practice according to, the (TMHS) Mission and Philosophy and objectives of the nursing department. • Demonstrate the ability to work positively within a team to achieve team goals. • Work harmoniously with other team members to achieve service delivery excellence.

