



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Registered Nurse Grade 2 – Urgent Care Centre</b>
<b>Division/Department:</b>	Nursing
<b>Classification:</b>	RN Grade 2 Yr1 – Yr10 (YP2-YP11)
<b>Industrial Agreement:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements.
<b>Reports To:</b>	Nurse Unit Manager or Nurse in charge of the shift
<b>PRE-REQUISITES:</b>	Registered Nurse Grade 2
<b>Essential:</b>	Current Nurses registration (AHPRA) Current Police check Current Working with Children's Check
<b>Desirable:</b>	Previous experience in UCC or ED ALS Triage competent Intravenous cannulation Management of anaphylaxis ECG interpretation and management of chest pain

### KEY SELECTION CRITERIA:

- Demonstrate well-developed communication and interpersonal skills;
- Demonstrated ability to articulate clear decision making processes
- Knowledge and commitment to Quality Management and Accreditation processes.
- Possess knowledge of relevant legislation, particularly the National Health reform, National Standards and Aged Care Standards
- Demonstrated ability to deliver of excellent nursing care in accordance with BH philosophy, policies and procedures.
- Ability to work as part of a multi-disciplinary team and to work independently of others
- An ability to represent as a patient advocate

### OUR PURPOSE:

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

### OUR VALUES:

Compassion, Empathy, Accountability, Respect and Excellence.

## **POSITION SUMMARY:**

- Providing high quality nursing care to patients and supervising specialist care delivered by other staff;
- Coordinating specialised aspects of care provided to patients on a daily basis;
- Counselling patients, providing health education - especially in relation to the speciality;
- Where appropriate acting as an advocate for patients and their families, ensuring their opinions are heard and their rights are respected;

## **RESPONSIBILITIES:**

- Achievement of competencies for a Registered Nurse Division 1 as prescribed by the Australian Nursing and Midwifery Council Incorporated (ANMC and Benalla Health Mandatory Training Policy).
- Assessing the need for training and education of other staff and then delivering specialist clinical teaching and supervision to nurses, health care staff and students in the unit and nursing division as required;
- Carrying out research and development in the speciality. Providing specialist input to the development of clinical policies and procedures including their preparation. Providing advisory services to appropriate committees.
- Complying in full with all organisational policies and procedures.
- Delivery of excellent nursing care in accordance with the unit philosophy, policies and procedures.
- Participating in the organisation's quality and accreditation programs, contributing to the processes whereby the quality of care of patients and residents is continuously improved. This includes examining own and others' nursing and health care delivery critically and incorporating the results of personal research or the research findings of others in the delivery of care.
- Level of clinical practice reflects level of remuneration i.e. higher level of skill than would be expected of Grade 2 nurses, but less than Grade 3 positions.

## **PROFESSIONAL RESPONSIBILITY AND ACCOUNTABILITY**

- Competence in nursing practice measured by the Australian National Competency Standards for the Registered Nurse (Australian Nursing Council Inc.).
- Commitment to development of area of specialty including higher levels of skill demonstrated in clinical decision-making and maintenance and improvement of clinical standards.
- Commitment to personal development and to the development of the Organisation.

## **PROFESSIONAL / ETHICAL PRACTICE**

*Nursing actions and interventions are accurate and safe, and demonstrate due regard for the theoretical concepts and principles underlying practice.*

- Documentation conforms to legal and health service requirements.
- Actions reflect an awareness of legal implications of nursing practice.
- Nursing interventions are performed following adequate and accurate assessments.
- Clarification of, and/or suggested changes to policies, procedures, protocols and guidelines are sought and made.
- Practice is in accordance with the profession's code of ethics.
- Confidentiality of information is maintained.
- The patient is an active participant in the process of care.
- Respect for individuals and their families in terms of cultural and social context is demonstrated.
- Recognises own knowledge base/ level of competence.
- Maintenance and improvement of personal and unit clinical standards.

## **CRITICAL THINKING & ANALYSIS**

*Acts to enhance the professional development of self and others.*

- Continuing education is actively undertaken.
- Quality activities are undertaken within the unit to enhance professional practice.
- Role modelling to all other members of the health care team is demonstrated.
- Contributes to the education of other professionals e.g. being willing to provide at least one in-service education programme each year.
- Incorporates research findings into nursing practice.
- Acts as a mentor or preceptor to lesser-experienced nurses, including graduate and student nurses.
- Acts as a resource person to others in relation to clinical practice.
- Monitors the specialised clinical practice of other nursing staff.

## **MANAGEMENT OF CARE**

*Comprehensive and accurate nursing assessments of patients/residents are carried out.*

- Appropriate assessment tools and strategies are used effectively.
- Data is analysed and interpreted accurately.
- Deviations from normal are acted upon appropriately and promptly.

*A plan of care is developed and documented in consultation with the patient/resident and relevant others.*

- The plan identifies expected outcomes, including a timeframe.
- Responds to patient and/or carer educational needs, referring to others where necessary.

*Planned care is implemented, evaluated and assessed.*

- Resources are utilised effectively and efficiently in providing care.
- Undertakes technical procedures confidently and safely.
- Refers clients to appropriate community service providers.
- Higher level of skills demonstrated in clinical decision-making – in particular in problem identification and solutions, and analysis and interpretation of clinical data.

## **ENABLING**

*Acts to enhance the safety of individuals and groups at all times.*

- Environmental hazards are identified, rectified or eliminated and/or prevented where possible.
- Standards for Infection Control and Occupational Health and Safety are adhered to.
- Nurse Unit Manager is kept informed of issues and achievements in relation to health and safety issues.

*Appropriate interpersonal relationships are developed with individuals.*

- The individual is treated with dignity and respect at all times.
- Strategies that encourage independence are identified and utilised.
- Communicates effectively with individuals and groups.

*Organises workload to facilitate planned nursing care.*

- Work is organised, co-ordinated and delivered according to priorities of care.
- Responds effectively in unexpected or rapidly changing situations.
- Emergency management practices and drills are participated in, according to health service policy.
- Crisis interventions and emergency routines are implemented as necessary.
- Responds effectively and teaches others how to respond in unexpected/rapidly changing situations.

*Establishes and maintains collaborative relationships with colleagues and members of the health care team.*

- The roles and functions of the health care team are recognised and understood.
- Contributes where required to ensure decisions made are appropriate and planned outcomes achieved, particularly in reference to clinical speciality.

## **SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and OHS training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

## **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

## **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

## **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

## **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

In addition there is an expectation that additional Cask Set competencies specific to area of clinical Specialty will be completed.

### **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

### **PREVENTION AND RESPONSE TO FAMILY VIOLENCE**

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

### **PERFORMANCE REVIEW & DEVELOPMENT**

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.*

**EMPLOYEE'S NAME:** \_\_\_\_\_

**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**MANAGER'S NAME:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**CREATED:** Director of Clinical Services

**REVISED:** Oct 2018

# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

Compassion      Empathy      Accountability      Respect      Excellence

### In our team we ...

<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
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### In our team we do not ...

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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*Our standard is what we choose to walk past ...*

