

## Uniting AgeWell Position Description

### Position Information

<b>Position Title:</b>	Registered Nurse - Community	
<b>Division/Department:</b>	Community	
<b>Reporting to:</b>	Program Manager	
<b>Enterprise/Individual Agreement:</b>	As per employment contract	
<b>Classification/Grade:</b>	As per employment contract	
<b>Location:</b>	As per employment contract	
<b>Employment Status:</b>	As per employment contract	
<b>Key Relationships:</b>	<b>Internal:</b> UA Staff Clients and their representatives Home Care Workers Other Home Care Staff	<b>External:</b> Referral Agencies General Practitioners Health Providers Allied Health Professionals
<b>Position Specific Credentials, Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Comprehensive knowledge and experience working in Home Care with a clear commitment for achieving contemporary best practice in the community</li> <li>• Registered Nurse with current registration with the Australian Health Practitioner Regulation Agency</li> <li>• Evidence of commitment to ongoing self-education since completion of basic nursing qualification</li> <li>• Evidence of further education / studies relevant to working in Home Care</li> <li>• Ongoing commitment to complete annual mandatory training and CPD as per registration requirements</li> <li>• A satisfactory National Criminal Police Record Check (PRC) is required prior to commencement</li> <li>• Working With Children Check (VIC) or Registration to work with Vulnerable People (TAS)</li> <li>• Driver's Licence</li> <li>• An obligation to have an annual vaccination(s) as per our vaccination policy</li> <li>• Capacity and willingness to travel throughout Victoria and Tasmania as required</li> </ul>	

### Uniting AgeWell

As an organisation of the Uniting Church in Australia, Uniting AgeWell has a long and proud history of providing residential and community services for older Australians across Victoria and Tasmania. Through a diverse range of integrated service options, we aim to provide our customers with continuity of care, enabling them to live well with choice and peace of mind. Services include independent retirement living, home care, social support, allied health and therapy programs, respite and carer support and residential care communities.

#### Our Vision

A national leader, creating thriving and inclusive communities where innovative, high quality aged care services are delivered with respect and kindness.

#### Our Purpose

Uniting AgeWell strives to create and deliver innovative, high quality and accessible services to people through their ageing journey. In doing this, we address the physical, cognitive, emotional, social and spiritual wellbeing of those to whom we provide care and support.

We build our services from a foundation of research, education, partnership and respect, enabling us to better understand the needs and aspirations of our customers and their families and friends.

We celebrate and value the diversity of our communities, staff and volunteers.



## Our Workplace Culture and Values

At Uniting AgeWell we provide a workplace culture based on the **BEST** philosophy – **Believe, Excel, Support** and **Trust** – underpinned by our values of **Kindness, Respect, Integrity, Innovation and Inclusion**, and our Customer Service Charter and Promise to shape and inform all that we do.

More information can be found on the Uniting AgeWell website [www.unitingagewell.org](http://www.unitingagewell.org)

## Position Purpose

Uniting AgeWell Home Care supports over 10,000 clients and their Carers annually via a range of in home care services.

The community nursing role will work closely with our team of local allied health professionals, service delivery professionals and Home Care Workers to provide and facilitate safe, responsive nursing care for our clients living in their homes. You will work with clients and team members to evaluate and implement clinical support goals, assess and train Home Care Workers on various high intensity complex care support activities. You will be responsible for staff refresher training and personal development activities.

The community nursing role will be locally based and be an integral part of our local regional teams. The role will support staff to provide clinical and personal care to clients receiving Home Care Programs including in home services, respite services, allied health services and Centre Based services.

Community nursing duties may include, but are not limited to:

- In-home clinical assessments and reviews, including the initial assessment of personal care tasks and other activities of daily living to ensure tasks are suitable for delegation to direct care workers.
- Provide clinical advice and support to client and provide referrals to services where more specialized support/advice may be required.
- Work collaboratively with client and care team to develop clinical support goals.
- Provide clinical advice and support to internal stakeholders e.g. Care Advisors (case managers) and Home Care Workers
- Support Home Care Workers to undertake safe independent activities of daily living (IADL's) where conditions or care changes.
- Review of client files to ensure follow up and outcomes for clients.

This role requires a level of clinical knowledge and experience and the following skillset matrix outlines the minimum knowledge and skills required to perform the role safely and competently in working with complex clients.

## Uniting AgeWell Strategic Plan and Clinical Governance Framework



<b>All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and mission.</b>
Strategic Pillar 1: The quality of life and experience of our customers is at the heart of everything we do
Strategic Pillar 2: A progressive employer of choice, with a culture of customer-centered care, innovation, trust and respect
Strategic Pillar 4: Stronger, smarter and more sustainable
Strategic Pillar 5: Strength, learning and innovation through partnership and collaboration

Skill Knowledge Area		
Service eligibility/ funding classifications/client assessment	<ul style="list-style-type: none"> <li>Knowledge of different community care funding programs (CHSP/HACC PYP/HCP) and understanding of transferrable non-nursing tasks ( medication prompting, compression stockings, eye/ear drops/personal care assistance) and non-transferable tasks (catheter bag changes, hoist transfers)</li> <li>Ability to record and document vital signs including knowledge of normal parameters</li> </ul>	
Documentation/Communication	<ul style="list-style-type: none"> <li>Knowledge of documentation requirements and standards for clinical records on hard copy and on Procura, including valid medication orders, including phone orders.</li> <li>Knowledge and understanding of ISBAR principles to improve communication of clinical information and ensure safe client outcomes.</li> </ul>	
Medication	<ul style="list-style-type: none"> <li>Understanding of the medication assessment process and dosage administration aids available in the community.</li> <li>Understanding of initiating a new dosage administration aid.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Understanding of nurse administration from a dosage administration aid including documentation requirements.</li> <li>• Ability to administer sub-cutaneous/IM injections</li> <li>• Understanding of disposal of client's own medications process.</li> </ul>	
Wound Management	<ul style="list-style-type: none"> <li>• Ability to determine type of wound (trauma, surgical, pressure, venous insufficiency).</li> <li>• Ability to undertake a lower leg vascular assessment.</li> <li>• Accurately identify wound infection.</li> <li>• Ability to perform accurate wound measurement and tracking.</li> <li>• Ability to attend drain tube bag and dressing changes.</li> <li>• Knowledge and ability to manage drainage tube and output measurement.</li> <li>• Knowledge of referral indications and process to wound consultant/GP or podiatrist.</li> </ul>	
Continence Management	<ul style="list-style-type: none"> <li>• Perform a continence assessment to identify presentation and type of incontinence.</li> <li>• Able to accurately perform simple urine tests – dipstick/MSU.</li> <li>• Knowledge of non-invasive continence aids (condom drainage/ continence pads).</li> <li>• Understanding and ability to care for range of catheter types – indwelling, suprapubic, intermittent.</li> <li>• Understanding and ability to care for clients with stomas and their appliances.</li> </ul>	
Diabetes Management	<ul style="list-style-type: none"> <li>• Understanding the different types of diabetes and health complications associated with each.</li> <li>• Able to recognise signs and symptoms of hypo/hyperglycaemia.</li> <li>• Able to perform and interpret Blood glucose testing (BGL) and interpret HbA1c results.</li> <li>• Ability to assess and educate client self-monitoring of BGLs and document results.</li> <li>• Ability to assess and educate client self-administration of insulin and document results.</li> <li>• Knowledge of and ability to use insulin pens in community setting.</li> </ul>	
Palliative Care	<ul style="list-style-type: none"> <li>• Knowledge of Palliative Care assessment and documentation requirements.</li> <li>• Understanding of needs and care phases of palliative care including shared care arrangements.</li> <li>• Awareness of family/care responsibilities, capabilities and willingness to administer care.</li> <li>• Understanding of escalation of care process for palliative care clients in and outside of business hours.</li> </ul>	
Infection Control	<ul style="list-style-type: none"> <li>• Knowledge of infection control management</li> <li>• Ability to teach staff, clients and contractors safe infection control practices</li> <li>• Knowledge of Antimicrobial Stewardship</li> </ul>	
Policies and procedures	<ul style="list-style-type: none"> <li>• Knowledge and management of client death in the home</li> <li>• Knowledge of process if unable to locate client on home visit</li> <li>• Management of clinical deterioration in community settings process</li> </ul>	



## Key Responsibilities and Measures

Key Responsibilities	Measures and Outcomes to be Achieved
<p><b>Client Care</b></p> <ul style="list-style-type: none"> <li>To provide a high level of clinical care to the client as relating to person centered nursing treatments, interventions, wound dressings or other clinical procedures</li> <li>To ensure sound and competent clinical assessment and decision-making regarding undertaking clinical assessments and reviews</li> <li>Practice in accordance with the Australian Nursing and Midwifery Council (ANMAC) National Competency Standards for the Registered Nurse</li> </ul>	<ul style="list-style-type: none"> <li>Clinical and technical practice is current and contemporary</li> </ul>
<p><b>Working In a multidisciplinary team</b></p> <ul style="list-style-type: none"> <li>In collaboration with local team members provide clinical input and advice in the development and ongoing assessment of clinical needs for clients</li> <li>Facilitate service coordination where possible to ensure broader health and wellbeing issues are supported.</li> <li>Use ISBAR as a communication tool for handover of care.</li> <li>Support the training and development of our direct care workers with initiatives including hand hygiene, infection management, dementia and personal care advice etc.</li> <li>Support the coordination and provision of end of life comfort care for the client and family</li> </ul>	<ul style="list-style-type: none"> <li>Clinical assessments, referrals and reviews are undertaken in a timely manner and goals are measured and communicated</li> <li>Assessment of IADLs and ADLs includes the development of care plans for other staff to follow</li> <li>Staff understand their role in good clinical practice</li> </ul>
<p><b>Person Centered care</b></p> <p>Working collaboratively within a multi-disciplinary team and with our clients and their family members to provide an environment that supports peoples' individual physical, emotional, social and psychological needs.</p> <ul style="list-style-type: none"> <li>Establish a meaningful relationship with clients, engage in communication with them and their families to develop a holistic understanding of their needs and lifestyle preferences.</li> <li>Promote and provide client choice where possible, within the scope or your role.</li> <li>Escalate any observations or concerns regarding the clients health, safety and well-being appropriately and in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>Person Centred Care and support is delivered within the scope of their role as a Registered Nurse in accordance with the client's service plan that supports the individual needs and lifestyle preferences.</li> <li>All information is recorded and documented within the required client file through the continual gathering and sharing of information through a variety of channels ie conversations with clients and family members, case conferencing, other staff; to develop and maintain a shared holistic approach to person centred care.</li> <li>Identify, escalate, record and follow-up any significant changes or concerns and develop a service plan that is clearly communicated and documented to all relevant staff.</li> <li>Identification, escalation, review and updating of assessments and service plans in collaboration with the relevant stakeholders' ie medical practitioners, physio, allied health,</li> </ul>



	<p>family members, other Home Care staff and communicate action and record outcomes.</p>
<p><b>Customer Experience</b></p> <p>At Uniting AgeWell, the quality of life and experience of our customers is at the heart of everything we do. We are committed to the provision of excellent customer service to all of our people, clients and stakeholders including residents and external suppliers, this is outlined in our Customer Promise, Customer Charter, the UA values and BEST philosophy.</p>	<ul style="list-style-type: none"> <li>• Residents and clients are treated with respect and dignity</li> <li>• Clients and residents are receiving person – centred and goal directed care in accordance with care plans</li> <li>• Resident and client service satisfaction surveys within agreed targets</li> <li>• Issues/complaints are resolved in a timely manner and escalated for further action where required</li> </ul>
<p><b>Employee Experience</b></p> <p>Leading and supporting each other to be their BEST, give their BEST and help our community live their BEST</p> <p>To adhere to the BEST way of life in our daily work practices</p> <p><b>Believe we can make a difference everyday</b></p> <ul style="list-style-type: none"> <li>• Be committed to making a difference to the people we support and our community</li> </ul> <p><b>Excel by improving the way we work and partner with others to share &amp; gain wisdom</b></p> <ul style="list-style-type: none"> <li>• To excel by partnering and providing guidance to our people around quality, safe and sustainable work practices and improving the way we do things</li> <li>• Participate in learning and development aligned with our BEST, Values and Customer Promise and Charter</li> </ul> <p><b>Supporting our people and valuing their contribution, experience and differences</b></p> <ul style="list-style-type: none"> <li>• Support each other to adhere to the BEST way of life.</li> </ul> <p><b>Trusting in our relationships to build strong and collaborative partnerships</b></p> <ul style="list-style-type: none"> <li>• To create a workplace culture of trust.</li> </ul>	<ul style="list-style-type: none"> <li>• The BEST way of life is evident in the individual’s daily contribution in the work place.</li> <li>• Improvement in service delivery for residents and clients</li> <li>• Audits and accreditation are met and our people are adhering to policies, procedures and safe work practices</li> <li>• Cohesive and supportive team cultures is embedded</li> <li>• A commitment to diversity and inclusion and living the UA values</li> <li>• Promote a culture of continuous learning</li> <li>• All mandatory training of individual and staff is completed within the required time frames, as determined by executive and site management</li> <li>• The BEST way of life is evident in the way we practise our learnings and support and mentor others. Support others by sharing learnings demonstrating and implementing best practise</li> </ul>
<p><b>Health and Safety</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>• Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Present at work fit for the physical and mental demands of your role.</li> <li>• Take reasonable care for your own safety, the safety of your employees, colleagues and clients</li> <li>• To attend and support staff meetings and staff training programs</li> </ul>	<ul style="list-style-type: none"> <li>• To remain current in principles of infection control, to practice standard infection control precautions and any special organisational requirements to ensure compliance with food handling regulations</li> <li>• Adhere to Uniting AgeWell OHS policies, protocols and safe work procedures</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within the required timeframe</li> <li>• Mandatory training completed within organisational determined timeframe and as</li> </ul>



	directed
<p><b>Quality, Compliance &amp; Risk Management</b></p> <p>Uniting AgeWell strives to provide the highest quality care for each and every customer. For the purpose of UA’s framework, high quality care is defined as care that is ‘Responsive, Integrated, Safe and Effective’ (RISE)</p> <ul style="list-style-type: none"> <li>To maintain an understanding of the Aged Care Quality Standards; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality improvement activities</li> <li>To identify and report high impact- high prevalence clinical risks, ensuring that customer choice is considered and they are informed and supported in choice and decisions.</li> <li>To work within the Clinical Governance Framework, as applicable</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with the Aged Care Quality Standards and legal obligations</li> <li>To adhere to the policies and procedures of the organisation</li> <li>To participate in audits/quality reviews as required or as directed</li> <li>Care and services provided are designed and delivered to minimise risk</li> </ul>

#### Other Duties & Requirements of the Position

<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Other reasonable duties as requested from time to time, completed effectively and within given time frames.</li> </ul>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>Capacity and willingness to work within the ethos of the Uniting Church in Australia</li> <li>Dignity, Privacy and Confidentiality: To ensure that the personal dignity and privacy of all residents / clients, their representatives and other staff are maintained, and that all interactions with resident/clients and their representatives are treated confidentially</li> <li>Professional Boundaries are to be adhered to at all times</li> <li>Work in accordance with the UA Code of Conduct, all UA workplace policies and guidelines, our BEST philosophy, UA Values and our Customer Promise and Charter to understand and deliver the philosophy of care of UA as expressed in the organisation’s Objectives, Vision, and Values.</li> <li>Responsible for checking their electronic correspondence including but not limited to email, system specific to ensure they are up to date with any changes.</li> </ul>



**Employee Declaration**

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Priorities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

  

\_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Document Control**

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
	May 22	Developed by P&C Reviewed by Recruitment – P&C