



ROLE DESCRIPTION

| | | | |
|---|--|-----------------|--|
| Role Title: | Enrolled Nurse RAH / TQEH Outpatient Department and Ambulatory Care Service | | |
| Classification Code: | Enrolled Nurse - END | Position Number | P12401 (3E.1) P12416 (3F.1) P12451 (3F.2) P12425 (3G.1) P12432 (3G.2) P12438 (3CMDU) M57467 (TQEH) |
| LHN/ HN/ SAAS/ DHA: | Central Adelaide Local Health Network (LHN) | | |
| Site/Directorate | Royal Adelaide Hospital / The Queen Elizabeth Hospital | | |
| Division: | Outpatients Central | | |
| Department/Section / Unit/ Ward: | Outpatients Central | | |
| Role reports to: | Nurse Unit Manager (s) of specific OPD Wing | | |
| Role Created/ Reviewed Date: | February 2024 | | |
| Criminal History Clearance Requirements: | <input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children’s Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC) | | |
| Immunisation Risk Category: | <input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact) | | |

ROLE CONTEXT

| |
|---|
| Primary Objective(s) of role: |
| <p>The Enrolled Nurse supports the Registered Nurse in the provision of person-centred care consistent with regulatory and statutory requirements. Practice at this level is from novice to proficient Enrolled Nurse practice. Employees at this level work under the direction and supervision of the Registered Nurse, however at all times the Enrolled Nurse retains responsibility for his/her actions and remains accountable in providing nursing care within Outpatients Department and Ambulatory Care Services.</p> <p>Employees in Outpatients and Ambulatory Care can be employed across many differing clinical areas which many have specialised requirements.</p> |
| Direct Reports: |
| <ul style="list-style-type: none"> • Nil |

| |
|---|
| Key Relationships/ Interactions: |
| <p><u>Internal</u></p> <ul style="list-style-type: none"> • Works under the direct or indirect supervision of a Registered Nurse • Maintains cooperative and productive working relationships within all members of the health care team including the Outpatients Department and Ambulatory Care Services administrative team and multi-disciplinary health care workers. <p><u>External</u></p> <ul style="list-style-type: none"> • Maintains relationships with non-government organisations or other government organisations to meet the needs of the client group, such as referring specialists and general practitioners and other health care professionals. |

| |
|---|
| Challenges associated with Role: |
| <p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> > Supporting the implementation and monitoring quality improvement initiatives consistent with organisational policies and principles. > Working collaboratively with a broad range of clinical stakeholders to promote the delivery of a patient centred service, focused on equity to access. > Recognising and responding to referrals that are clinically urgent and escalating appropriately. |

| | | | |
|---|--------------------------|----------|----------|
| Delegations: | | | |
| Delegated Level in accordance with CALHN’s Delegation of Authority Document - NIL | | | |
| <table> <tr> <td>Staff supervised:</td> <td>Direct</td> <td>Indirect</td> </tr> </table> | Staff supervised: | Direct | Indirect |
| Staff supervised: | Direct | Indirect | |

| |
|--|
| Special Conditions: |
| <ul style="list-style-type: none"> • It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the <i>SA Health Criminal and Relevant History Screening Policy Directive</i>. • <i>For appointment in a Prescribed Position</i> under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required. • For <i>‘Prescribed Positions’</i> under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, the individual’s WWCCs must be renewed every 5 years from the date of issue; and for <i>‘Approved Aged Care Provider Positions’</i> every 3 years from date of issue as required by the <i>Accountability Principles 2014</i> issued pursuant to the <i>Aged Care Act 1997 (Cth)</i>. • Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met. • Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> for Health Care Act employees. |

- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012 (SA)*.
- *Information Privacy Principles Instruction*.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural sensitivity and respect across all SA Health practice and service delivery.
- Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to both CALHN and the broader SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Integrity Statement:

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
|------------------------------------|---|
| Indirect patient/client care | <ul style="list-style-type: none"> • Demonstrates knowledge and skill in assessment, care and routine procedures for area of practice within all areas across the Outpatients Department and Ambulatory Care Services where they maybe rostered. • Under the direction of a registered nurse makes decisions and takes initiative to plan and complete nursing care tasks within their scope of practice. • Engages with patients/clients to provide person centred care. • Assess individual patient and/or coordinate appropriate service delivery from a range of accepted options including other disciplines or agencies within Outpatients Department and Ambulatory Care Services. • Plan and coordinate services with other disciplines or agencies in providing individual health care needs. • Provide clinical advice and support to administrative staff and patients in relation to the provision of care within Outpatients Department and Ambulatory Care Services. • Escalate complex care concerns to an appropriate senior clinician. • Must be able to actively engage with all clinical requirements for patient care within the clinical area they are rostered, this include Basic Life Support, de-escalation of aggressive patients, assist with any procedure that the area offers whilst they are rostered to that clinical area. • In some of the OP areas – specialist skills maybe required i.e. phlebotomy or intravenous access, use of specialist equipment, and or medication management. |
| Support of health setting services | <ul style="list-style-type: none"> • Participate in quality improvement activities that contribute to patient/client safety, risk minimisation and safe work activities within the practice setting. • Contributes to the education of others. • Continue own professional development, seek learning opportunities and maintains own professional development portfolio of learning and experience. • Contribute to procedures for effectively dealing with people exhibiting challenging behaviours. |
| Education | <ul style="list-style-type: none"> • Provide health promotion and education, to patients/clients or groups and carers to improve the health outcomes of individual. • Support nursing/midwifery practice and learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of graduates. |
| Research | <ul style="list-style-type: none"> • Participate in evaluative research activities in the practice setting as requested. • Use foundation theoretical knowledge and evidenced based guidelines to achieve positive patient/client care outcomes. |

| | |
|-------------------------|--|
| Professional leadership | <ul style="list-style-type: none">• Provide, with increasing capacity over time, support and guidance to newer or less experienced staff, Enrolled Nurses, student nurses and other workers providing basic nursing care.• Under the guidance of a registered nurse coordinates and guides activities of student enrolled nurses and assistants in nursing.• |
|-------------------------|--|

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Enrolled or eligible for enrolment as a Nurse with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.

Personal Abilities/Aptitudes/Skills:

- Effective communication skills including, problem solving, conflict resolution and negotiation skills.
- Ability to work effectively within a multidisciplinary team.
- Ability to prioritise workload.
- Ability to be, creative, innovative and flexible when approaching issues within a healthcare setting.
- Demonstrated commitment to providing consumer/client and family centred care.

Experience:

- Experience in the provision of nursing care in the healthcare setting in accordance with the appropriate standards of practice.
- Must be able to actively engage with all clinical requirements for patient care within the clinical area they are rostered, this include Basic Life Support, de-escalation of aggressive patients, assist with any procedure that the area offers whilst they are rostered to that clinical area.

Knowledge:

- Knowledge and understanding the role of the Enrolled Nurse within the health care setting.
- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- Knowledge of Quality Improvement Systems as applied to a healthcare setting.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Additional education/qualifications in area of practice.

Personal Abilities/Aptitudes/Skills:

- Ability to use technology and computer skills, including SUNRISE, Microsoft Outlook, Excel, Word.
- Ability to effectively manage competing priorities and deadlines.
- Ability to communicate and negotiate effectively with both internal and external stakeholders from a range of clinical specialities.

Experience:

- Experience in quality improvement activities e.g. the development and/or implementation of clinical standards, practice guidelines, protocols/audits and quality indicators.
- Clinical experience in a diverse range of clinical specialities and settings.
- Experience working within an Outpatients setting.

Knowledge:

- > Knowledge of the South Australian Public Health System.

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonatLife SA. Of note also is governance

of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Division/ Department:

The Outpatient and Ambulatory Care Services Directorate provides facilities and services for the delivery of acute and ongoing patient care with a broad range of surgical, medical and complex specialty conditions. Patients are assessed, treated and managed in an outpatient and ambulatory care setting to prevent or reduce length of stay as an admitted outpatient by and experienced multi-disciplinary health care team. The workforce who provide services in the Outpatient and Ambulatory Care Services Directorate are committed to the Central Adelaide LHN vision, mission and values.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values

Behaviours

People first

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

Ideas driven

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

Future focussed

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

Community minded

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

Name:

Signature:

Date: