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SA Health Job Pack

Job Title	Nurse Consultant / Retrieval Nurse
Job Number	626152
Applications Closing Date	30 June 2017
Region / Division	SA Ambulance Service (SAAS)
Health Service	SAAS MedSTAR
Location	Eastwood
Classification	RN/M3
Job Status	Part Time / Ongoing Appointment
Indicative Total Remuneration*	\$118,312-\$125,291 (pro rata)

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☒ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Natalie Hincksman
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Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Nurse Consultant – Retrieval Nurse
Classification Code:	RN Level 3
Position Number:	
	SA Ambulance Service (SAAS)
Portfolio:	Rescue, Retrieval and Aviation Services
Department:	SAAS MedSTAR
Unit:	Co-Ordination
Role reports to:	Advanced Clinical Services Coordinator
Role Created/ Reviewed Date:	June 2017

ROLE CONTEXT

Primary Objective(s) of role:

The **Clinical Practice Consultant – Retrieval Nurse** will:

- Provide a 24/7 presence in Emergency Operation Centre (EOC) Eastwood and work in collaboration with a Medical Retrieval Consultant (MRC) for adult, paediatric and neonatal transfers.
- Have an understanding and knowledge of retrieval processes that occur by road and air for all types of patient transfers.
- Have an understanding of aircraft and flight safety, medical equipment and clinical care required in the aeronautical environment.
- Understand any legislative and special issues associated with all patient transfers including intrastate interstate and international transfers.
- Understand the epidemiology of patient transfers including types, severity and human and societal impact.
- Understand the factors which determine the types of responses required for patient transfers, including physiological changes that may occur.
- Have the ability to perform both a risk assessment as part of the clinical assessment and planning and complete a needs assessment in response to any patient transfer, understand the importance of logistics, communication, media and safety.
- Understand scene and hospital management including the roles of emergency services and challenges of medical care in retrieval or RFDS transfer; including the ability to triage patient conditions for flight requests for RFDS / patient transfers.

Direct Reports:

This position reports:

- To the Advanced Clinical Services Coordinator

Key Relationships/ Interactions:

This position relates to:

Internal

- all SAAS Nurses/Midwives and paramedics
- Clinical Director, Education and Training
- Clinical Director, Retrieval Coordination
- Clinical Director, MedSTAR Kids
- SA Ambulance Service Emergency Operations Centre staff
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External

- Royal Flying Doctors Service (RFDS)
- other related service providers and external stakeholders

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working with a wide range of diverse groups associated with aeromedical and retrieval services.
- > Being able to communicate via different transmission systems

Delegations:

Levels/ limits of authority in relation to finance, human resources and administrative requirements as defined by Departmental delegations and policies.

Resilience:

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

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 SA Health values and strategic directions.

General Requirements:

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

- > Work Health and Safety 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements
- > Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Workers in South Australia 2014*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2009, 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 competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

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.

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.

Special Conditions:

The incumbent is required to meet the following special conditions:

- Uphold the values, principles, policies and procedures of SA Ambulance Service.
- May be subject to a medical examination.
- Appointment is subject to a satisfactory Child Related criminal history checks obtained through the Department of Communities and Social Inclusion prior to commencement of employment and renewed every 3 years thereafter; and
- A satisfactory National Police Check, Category – Employment/Probity/Licensing and working with Children/Vulnerable Groups prior to commencement of employment.
- Undertake training as directed to attain or maintain required competency skills and knowledge applicable to the role.
- To be operational at the MedSTAR retrieval operations base located at Adelaide Airport during rostered hours.
- Enter into an annual performance agreement for the achievement of (specific service or program) outcomes.
- To complete further training as specified by the Director, MedSTAR SA, Clinical Director, Retrieval Coordination and/or Clinical Director, Training and Standards
- May be required to perform after hours and on-call work.
- May be required to travel Interstate and/or overseas.
- You holding a driver's licence that does not legally restrict your ability to drive an operational ambulance. This must be a South Australian licence, if resident in South Australia (or be in the process of transferring an interstate or international licence to a full South Australian licence within published timeframes).

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the provision of professional high quality patient care within the retrieval service aimed at improving patient outcomes by:	<ul style="list-style-type: none">• Ability to adapt knowledge to all retrieval or coordination situations• Ability to think critically, to analyse and evaluate cases and patients conditions• Have knowledge, skills and attitudes required for the successful management of patient transfers by any transport mode in South Australia and globally• Ability to perform both a risk assessment as part of planning and a needs assessment in response to a patient transfer or retrieval, understand the importance of logistics, communication and safety required for a patient transfer• Have an understanding of the principles of on scene and hospital management including the roles of emergency services and challenges of medical care in retrieval• Provides high level advice on clinical care for patients requiring a transfer or retrieval to another facility and be able to provide the required level of ongoing patient care• Work collaboratively with any, referring agencies or individuals, including receiving facilities, to ensure alignment of the transport, optimising patient care and safety• Ability to work collaboratively with Royal Flying Doctor Service, by providing a inpatient assessment including the necessary clinical information for a safe patient transfer.

	<ul style="list-style-type: none"> • Ability to work collaboratively with the Retrieval and rescue aviation service (RRAS) management team • Ability to develop and implement state-wide clinical retrieval guidelines and standard operating procedures and is able to work with and develop clinical pathways for patient movements • Utilises developing information technology solutions to conduct logistic and clinical audit and facilitate clinical advice when required • Utilises a problem solving approach in providing comprehensive clinical advice of patients, with most effective resource allocation • Ensures all data is accurately recorded and that data is collated for trend and resource allocation and for auditing purposes • Establishes and maintains appropriate records and files to provides efficient access and retrieval of documents, ensuring all information collated is maintained in accordance with SA Department of Health Policy and Procedure and that confidentiality is maintained. • Undertakes established quality improvement activities within RRAS division of SAAS, this includes identifying cases that may require auditing, contributing to the development and maintenance of a service risk management framework and attending to education and clinical activities to maintain clinical competence and currency • Maintains current professional knowledge and the skills for advanced clinical practice • Plans, develops and implements strategies which will improve work practices and the overall efficiency and effectiveness of the functions of the retrieval service • Participates in the ongoing development and review of policies and procedures for the EOC • Supports change initiatives and participates in change management strategies • Bases practice on evidence and actively participate in the development of a research culture. Identifies deficits and utilises quality improvement framework to provide solutions and feedback for these. • Actively developing productive working relationships and where necessary participates in conflict resolution processes • Integrating contemporary information and research evidence with personal experience to support the decision making, innovative thinking and objective analysis expected at this level.
Contribute to ongoing service delivery by:	<ul style="list-style-type: none"> • Supporting and mentoring other staff, including medical with the expressed aim of developing a productive, team-based work environment and a service culture of learning. • Complying with SAAS and RRAS clinical guidelines, policies and procedures. • Participates in the maintenance and training requirements for equipment relevant to the EOC • Participating in staff training and development activities in order to meet the changing needs of the retrieval service. • Actively participate in SAAS and RRAS service's clinical research programs.
Complies with and utilises procedures, policies, regulations and standards which impact upon the position:	<ul style="list-style-type: none"> • Utilising contemporary human resource management requirements and practices, such as workplace health and safety, equal employment opportunity and anti-discrimination policies.

<p>Promotes a positive image of SA Ambulance Service's emergency retrieval portfolio ie. MedSTAR, in a proactive way:</p>	<ul style="list-style-type: none"> • By Fostering: <ul style="list-style-type: none"> ○ Professionalism ○ Integrity ○ Integration ○ Innovation ○ Collaboration ○ Teamwork • Contributing to the well-being of people in South Australia through participation 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. • Contributing to the promotion and implementation of the General Public Sector Management Aims, Personnel Management Standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Eligible for registration as a Registered Nurse with the Nursing and Midwifery Board of Australia and eligible to hold a current practicing certificate.

Personal Abilities/Aptitudes/Skills:

- Exceptional communication skills with a focus on problem solving and effective conflict resolution.
- Skills in using computers and software relevant to the area of practice.
- Commitment to the defined scope and specifications of the outlined role and to the operational reporting framework.
- Strong sense of accountability and professional integrity with the ability to learn new skills.
- Demonstrated ability in the facilitation of change management.
- Demonstrated flexibility, innovation and creativity which can be applied to the pre-hospital and retrieval setting.
- Ability to clinically access patients via a phone or tele conference facility.
- Ability to work effectively within a multidisciplinary team.
- Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation
- Organisational skills, including time management, prioritisation, delegation and managing conflicting demands.
- Ability to work collaboratively and effectively to facilitate and support positive and constructive relationships with a wide range of stakeholders
- An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Occupational Health Safety and welfare Act, utilising AS/NZS 4360 Risk Management, or to an equivalent set of standards

Experience

- Post-graduate nursing experience and qualifications in a Critical Care area and post graduate nursing experience and qualifications in retrieval nursing.
- Experience in supporting and mentoring other health care professionals
- Experience in working with a wide range of diverse groups to achieve common goals.
- Experience in developing and using information technology solutions.
- Demonstrated competence in the relevant area of practice in accordance with the appropriate standards of practice.
- Experience with quality improvement activities.
- Experience in evaluating the results of research and integrating, where relevant, the results into clinical practice
- Experience in participating in and achieving cultural change.

Knowledge

- Sound knowledge of retrieval service operations and relevant retrieval clinical coordination processes.
- Sound knowledge of current and developing information technology solutions relevant to aero-medical transport and retrieval clinical coordination.
- Sound working knowledge of Disaster and Emergency Management principles.
- Working knowledge of Critical Care and principles
- Sound knowledge of retrieval service operations and relevant retrieval clinical coordination processes.
- Knowledge of the geographical challenges and a strong understanding of the rural health environment in Australia.
- Comprehensive understanding of the Nursing and Midwifery Board of Australia National Competencies for the Registered and Enrolled Nurse and Midwives in Recommended Domains.
- Knowledge and understanding of the Nursing and Midwifery Board of Australia Code of Professional Conduct for Nurses in Australia (2008) and the Commissioner for Public Employment Code of Conduct for Public Employees.
- Understanding of the requirements of the Nurses Act 1999.

- Knowledge and understanding of legislative responsibilities for OHS&W, Workers Compensation and Rehabilitation and Equal Opportunity.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- A post graduate qualification as a Flight nurse or Retrieval Care nurse.
- Post graduate studies in nursing, health sciences, health services management, health administration or human services relevant to the area of practice.

Personal Abilities/Aptitudes/Skills:

- Ability to receive direction and to work within the agreed scope and specifications of the position.
- Skills in using computers and software relevant to the area of practice

Experience

- Experience in retrievals or working with Royal Flying Doctor Service, Australian Helicopters and Ambulance services
- Experience in working with a Disaster Medical Assistance Team or similar.

Knowledge

- Knowledge of the South Australian Public Health System.

Organisational Context

Organisational Overview:

Our mission at SA Health 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

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 Care 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.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

The community of South Australia is secure in the quality of care provided by its ambulance service.

MISSION

To save lives, reduce suffering and enhance quality of life through the provision of accessible and responsive quality patient care and transport.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values “live”. It is important that we incorporate the values into our behaviour systems and processes.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department’s ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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 SA Health as described within this document.

Name:

Signature:

Date: