

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Clinical Nurse Specialist - Retrieval Coordination
<b>Position Number:</b>	522627, 524356
<b>Classification:</b>	Registered Nurse Grade 5
<b>Award/Agreement:</b>	Nurses and Midwives (Tasmanian State Service) Award
<b>Group/Section:</b>	Community, Mental Health and Wellbeing – Ambulance Tasmania
<b>Position Type:</b>	Permanent/Casual, Part Time/Casual
<b>Location:</b>	South
<b>Reports to:</b>	Nurse Manager
<b>Effective Date:</b>	June 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	<p>Registered with the Nursing and Midwifery Board of Australia as a Registered Nurse.</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
<b>Desirable Requirements:</b>	<p>Experience in aeromedical and retrieval coordination and/or interfacility transfer coordination.</p> <p>Holds postgraduate qualifications in the critical care disciplines of ICU or ED (or equivalent) with a major focus on adults.</p> <p>Holds, or is working towards, a postgraduate qualification in Aeromedical and Retrieval (or equivalent).</p>

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

## Background:

The Clinical Nurse Specialist - Retrieval Coordination (CNS - RC) is based in the Ambulance Tasmania (AT) Aeromedical and Retrieval (AMR) Unit – State Operations Centre (SOC) and enables the retrieval system to deliver exemplary service for Adult, Paediatric and Neonatal retrievals.

## Primary Purpose:

The CNS - RC is an experienced clinician who will be responsible for:

- Coordinating and facilitating all inter-facility transfers around Tasmania via road, fixed wing, or rotary wing, including interstate transfers, in accordance with the Tasmanian Role Delineation Framework, the Tasmanian Clinical Services Profile and Agency policies and protocols, and available services at Tasmanian hospitals and facilities.
- Ensuring triaging patients for transfer are appropriately transferred to the right place and receive the required level of care at the right time in accordance with operational processes.
- Providing clinical leadership and expertise in quality patient management services, within both the SOC and AMR multidisciplinary teams.
- Developing close collaborative links and effective working relationships with key staff at Tasmanian hospitals and facilities to facilitate seamless patient transfer, with particular focus on Patient Flow Managers, Emergency Departments (ED), Intensive Care Units (ICU), and the Neonatal Paediatric Intensive Care Unit (NPICU).
- Assisting the SOC in complex emergency cases and retrievals.
- Maintaining a Service Development Portfolio relevant to AMR, in consultation with the Nurse Manager.

## Duties:

1. Coordinate and facilitate all inter-facility transfers' around Tasmania via road, fixed wing, or rotary wing, including interstate transfers, in collaboration with members of the AMR team and the relevant public and private facilities.
2. Provide guidance and assistance to the SOC with the coordination of prehospital medical retrieval team responses to complex emergencies and retrievals, providing specialised clinical input to the AT Retrieval Consultant, hospital specialist teams, and search and rescue teams.
3. Establish and maintain effective communication channels between AMR and key stakeholders, including Tasmanian hospitals and facilities, private hospitals, private transport providers (including the Royal Flying Doctor Service), interstate health facilities and retrieval services, particularly Air Ambulance Victoria (AAV).
4. Contribute to improving systems and documentation processes, including maintaining exemplary records and high level data collection on retrieval activities such as:
  - Purpose for retrieval and transport.
  - Patient clinical care requirements.
  - Clinical information from sending hospital/facility to receiving hospital/facility.
  - Other relevant information as required by AMR protocols.

5. Contribute to strong team cohesion through open communication and a positive support approaches, working effectively with members of the broader healthcare team.
6. Support and provide clinical leadership within the AT team in the coordination of patient transfers through the effective allocation and prioritisation of retrieval resources.
7. Act as a clinical resource to other members of the multidisciplinary teams across AT.
8. Provide leadership regarding the development and implementation of quality improvement nursing activities relevant to retrieval coordination, within a clinical risk framework consistent with evidence-based practice and patient focused outcomes.
9. Contribute to service development by assisting the Nurse Manager in the review of policies, protocols, procedures, guidelines, and other governing documents as required, including participating in delivering education and training relevant to the practice of the AMR Unit.
10. Provides leadership in contemporary multidisciplinary practice and promotes an environment conducive to innovation and change.
11. Maintain a Service Development Portfolio in consultation with the Nurse Manager.
12. Assist the Nurse Manager in the development and maintenance of a strong, collaborative, and professional team environment which promotes a positive culture and contemporary nursing best practice and leadership.
13. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.
14. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

The CNS - RC will work collaboratively and effectively with the Nurse Manager, promoting a patient focused model of care in the coordination of safe, timely and appropriate transfer of patients between various hospitals, facilities, or interstate.

The CNS - RC will contribute to the effective operation of the AMR Service by:

- Coordinating and facilitating all inter-facility transfers around Tasmania via road, fixed wing or rotary wing, in collaboration with the AT Retrieval Consultant, flight paramedics, flight crews, Duty Manager – SOC and other key stakeholders, including assisting with the coordination of prehospital medical retrieval team responses to complex emergencies and retrievals, providing specialist clinical expertise.
- Undertaking triage and facilitation of patient transfers without medical supervision and seeking specialist medical advice to assist as required.
- Working with a high level of autonomy, providing specialist nursing care, leadership, education, and expertise whilst receiving support and guidance from the Nurse Manager.
- Providing best practice nursing services consistent with relevant national guidelines, organisational policies and procedures, and legal requirements, including identifying and reporting possible clinical and corporate risks to the Nurse Manager.

- Working with key internal and external stakeholders to understand key drivers and challenges in the retrieval environment and developing recommendations to address these.
- Delivering agreed outcomes related to their allocated clinical portfolio.
- Maintaining thorough, high level and accurate clinical data and documentation and contributing to improving systems and processes.
- Providing clinical leadership and clear direction to staff so that all have a clear understanding of their responsibilities and duties in relation to patients and colleagues.
- Recognising and maintaining own professional development needs, including clinical and assessment skills.
- Performing allocated duties consistent with AT organisational values and promoting, role modelling and supporting those values in the workplace.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category A position.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Highly developed clinical knowledge, skills, and experience as a Registered Nurse in a critical care setting, including expertise in emergency care, and the ability to apply best practice principles in the delivery and coordination of nursing practice within the clinical setting.
2. Demonstrate high level time management and organisational skills, including the ability to prioritise clinical and administrative tasks, along with proven leadership skills to support the AT team and work effectively within a busy multidisciplinary environment subject to work pressure and change.
3. Demonstrated high level interpersonal skills, including oral and written, negotiation and conflict resolution skills and a proven ability to provide specialist advice, educate, influence and be credible to a range of health professionals and consumers.
4. Demonstrated high level problem solving, conceptual and analytical skills with the ability to make independent and collaborative judgments.
5. Ability to utilise computerised information and telecommunication systems, including maintaining exemplary records and high level data collection.
6. Ability to apply the principles of clinical risk management, quality improvement, nursing practice and research, performance monitoring and evaluation strategies relevant to retrieval coordination.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).