

## Statement of Duties

<b>Position Title:</b> Project Nurse - Secondary Triage	<b>Position Number:</b> 524666, 524932, 524933	<b>Effective Date:</b> August 2019
<b>Group:</b> Community, Mental Health and Wellbeing		
<b>Section:</b> Ambulance Tasmania	<b>Location:</b> South	
<b>Award:</b> Nurses and Midwives (Tasmanian State Service)	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Full Time	
<b>Level:</b> Grade 6	<b>Classification:</b> Registered Nurse	
<b>Reports To:</b> Manager State Operations Centre		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

Reporting to the Manager State Operations Centre, the Project Nurse - Secondary Triage (Project Nurse) supports the operational implementation of Ambulance Tasmania's Secondary Triage Service by applying, monitoring and evaluating service delivery protocols and guidelines.

The Project Nurse determines the most appropriate health care pathway for patients to:

- Establish the most appropriate and efficient service to be delivered
- Minimise the risk of incorrect diagnosis of the presenting health problem/s.

Within specified procedures and established protocols, the Project Nurse will:

- Triage, refer and document calls using an approved medical triaging software support system
- Provide support, guidance, health care advice and referral to patients/callers through inbound and outbound communication channels
- Assist with the investigation and development of Frequent Caller Individual Care Plans
- Maintain a high level of program and product knowledge and relationships with service providers, internal and external stakeholders and the general community, to provide the best customer service and clinical outcomes
- Participate in Ambulance Tasmania's quality improvement processes using continuous improvement philosophies and practices, thereby increasing value to the customers and the organisation.

### Duties:

1. Conduct structured call taking procedures using multiple technology platforms including an approved medical triaging software system to assess triple zero callers who have conditions that do not require emergency ambulance attendance.
2. Refer patients/callers to the most appropriate/available service as per the guidelines to ensure the best possible outcome for the patient/caller.
3. Provide health advice to patient/caller where appropriate.

4. Assign appropriate emergency/non-emergency transport where a face-to-face hospital physician consultation is required.
5. Undertake data analysis and reviews regarding the types of calls being referred/not referred and the effectiveness of Secondary Triage.
6. Provide recommendations to support the effective management of patient referrals.
7. Monitor and influence operational service delivery standards through the implementation of evidence-based practice.
8. Evaluate AT's Secondary Triage operational activities and provide recommendations to improve functional service delivery, organisational efficiency and performance.
9. Provide training and mentoring for new Secondary Triage Clinicians.
10. Provide input into all aspects of the business process to assist in the evaluation of the effectiveness of Secondary Triage to ensure continuous improvement is achieved.
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
12. 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.

#### **Scope of Work Performed:**

To support the implementation of the Secondary Triage Service, the Project Nurse will be working within Ambulance Tasmania (AT) guidelines and policies and is expected to:

- Understand the clinical determinants for patients requiring emergency department attendance.
- Understand the principles of Primary and Secondary Triage.
- Understand clinical determinants for patients to be directed to suitable alternate health services including: Extended Care Paramedic services, non-emergency patient transport services, telehealth doctor consultation, home visiting nursing and doctor services or self-care telephone advice.
- Recognise potential frequent callers that may be appropriate for individual care plan development.
- Operate under supervision of the State Operations Centre (SOC) Duty Manager when on shift and reporting to and maintaining standards per directives from the Manager State Operations Centre and Nurse Manager (Aero-medical and Retrieval).
- Work as a single practitioner working with a significant degree of independent decision-making to provide authoritative expertise in the provision of clinical care and interventions.
- Apply flexibility, creativity and innovation to establish professional precedents and organisational policies that require interpretation for operational effectiveness and/or new or reviewed practice plans and procedures.
- Comply at all times with policy and protocol requirements, in particular 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 designated a Category "B" position.

## **Essential Requirements:**

*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 of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

- Registered with the Nursing and Midwifery Board of Australia as a Registered Nurse.
- 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.

## **Desirable Requirements:**

- Four years post qualification experience as a Registered Nurse
- Experience in triaging patients and/or telephone triage
- Emergency Services call taking and/or dispatch
- Competent keyboarding skills – Excel and Word capability

## **Selection Criteria:**

1. Demonstrated high level interpersonal, negotiating and influencing skills to gain acceptance of ideas and the ability to adapt to accommodate constantly changing situations and individuals.
2. Demonstrated high level verbal and written communication skills and the ability to be clear, concise and accurate when both collecting and conveying complex information.
3. Demonstrated ability to effectively identify and apply judgement to respond respectfully and compassionately to the needs of patients, relatives and other stakeholders.
4. Ability to maintain and promote ethical and professional standards including maintaining patient confidentiality and diplomacy in dealing with matters of a sensitive nature.
5. Quantitative analysis skills to enable the analysis of data and the identification of patterns and trends whilst multitasking within a technical environment subject to work pressure and change.
6. Demonstrated professional experience and clinical judgement to make appropriate decisions within the constraints of the available software, data and the standard operating procedures.
7. Highly developed understanding of the interaction between clinicians within a multidisciplinary setting including the ability to work within a multidisciplinary team environment.

## **Working Environment:**

- Ambulance Tasmania is committed to promoting a positive workplace culture.
- This position will include shift work.

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.