



**ROLE DESCRIPTION**

<b>Role Title:</b>	Registered Nurse RAH / TQEH Outpatient Department and Ambulatory Care Service		
<b>Classification Code:</b>	Registered Nurse Level 1 – RN1	Position Number	P12400 (3E.1) P12415 (3F.1) P12450 (3F.2) P12424 (3G.1) P12431 (3G.2) P12439 (3CMDU) M57334 (TQEH) P06708(CAHLN OPD)
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	Royal Adelaide Hospital / The Queen Elizabeth Hospital		
<b>Division:</b>	Specialist Outpatients Department and Ambulatory Care Services		
<b>Department/Section / Unit/ Ward:</b>	Outpatients		
<b>Role reports to:</b>	Nurse Unit Manager of specific OPD Wing		
<b>Role Created/ Reviewed Date:</b>	August 2019		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<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"/> <i>Category C (minimal patient contact)</i>		

**ROLE CONTEXT**

<b>Primary Objective(s) of role:</b>
<p>Employees classified at this level provide nursing and/or midwifery services in health service settings. Employees working within this level develop from novice practitioners to a proficient level of professional practice. They consolidate knowledge and skills and develop in capability through continuous professional development and experience. An employee at this level accepts accountability for his or her own standards of nursing/midwifery care and for activities delegated to others.</p> <p>Employees in Outpatients and Ambulatory Care can be employed across many differing clinical areas which many have specialised requirements.</p>

**Direct Reports:**

- Nil

**Key Relationships/ Interactions:**Internal

- > Provides supervision of students, Assistants in Nursing / Midwifery, and Enrolled Nurses.
- > Maintains cooperative and productive working relationships with all members of the health care team, including the administrative staff within Specialist Outpatients Department and Ambulatory Care Services.

External

- > 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:**

Major challenges currently associated with the role include:

- > Implementing 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

**Staff supervised:**                      Direct                      Indirect

**Special Conditions:**

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under *the Children and Young People (Safety) Act 2017* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (Cth)*.

- 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 *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* 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 Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *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 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.*
- *SA Health/LHN/SAAS policies, procedures and standards.*

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 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.

### **Resilience:**

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

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Indirect patient/client care	<ul style="list-style-type: none"> <li>• Assess individual patient and/or coordinate appropriate service delivery from a range of accepted options including other disciplines or agencies within Specialist Outpatients Department and Ambulatory Care Services.</li> <li>• Plan and coordinate services with other disciplines or agencies in providing individual health care needs.</li> <li>• Provide clinical advice and support to administrative staff and patients in relation to the provision of care within Specialist Outpatients Department and Ambulatory Care Services.</li> <li>• Escalate complex care concerns to an appropriate senior clinician.</li> </ul>
Support of health setting services	<ul style="list-style-type: none"> <li>• Participate in quality improvement activities that contribute to patient/client safety, risk minimisation and safe work activities within the practice setting.</li> <li>• Provide team leader/coordination as required on a shift by shift basis within Specialist Outpatients Department and Ambulatory Care Services. (A team leader is a RN assigned responsibility for supporting staff and coordination of patient/client care).</li> <li>• Contribute to procedures for effectively dealing with people exhibiting challenging behaviours.</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Provide health promotion and education, to patients/clients or groups and carers to improve the health outcomes of individual.</li> <li>• Support nursing/midwifery practice and learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of graduates.</li> </ul>
Research	<ul style="list-style-type: none"> <li>• Participate in evaluative research activities within the practice setting.</li> <li>• Use foundation theoretical knowledge and evidenced based guidelines to achieve positive patient/client care outcomes.</li> </ul>
Professional leadership	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Review decisions, assessments and recommendations from less experienced Registered Nurses/ Midwives and Enrolled Nurses and students.</li> </ul>

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- Registered or eligible for registration 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:**

- Registered Nurse/Midwife with at least 1 year, full time equivalent, post registration experience.
- Demonstrated competence in the relevant area of nursing practice in accordance with the appropriate standards of practice.

#### **Knowledge:**

- Knowledge and understanding of the role of the Registered General Nurse/Midwife within a healthcare 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:**

- Postgraduate qualifications relevant to specialty / clinical area.

### **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:**

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 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 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., Country Health SA 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 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.

### **Central Adelaide Local Health Network:**

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. 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 DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.



**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.

### Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers.
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients.
<b>Respect:</b>	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services.
<b>Professionalism:</b>	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice.

### 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:**