



ROLE DESCRIPTION

Role Title:	Clinical Nurse - Hospital Avoidance Service
Classification Code:	RN2
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)
Site/Directorate	Intermediate Care
Division:	Intermediate Care
Department/Section / Unit/ Ward:	Hospital Avoidance Service
Role reports to:	Team Manager
Role Created/ Reviewed Date:	July 2018
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

<p>Primary Objective(s) of role:</p> <p>Clinical Nurse (CN) provides specific nursing support and expert clinical intervention within the CALHN Intermediate Care Team.</p> <p>This position will form a part of the Intermediate Care multidisciplinary team with a focus on supporting early discharge from CALHN acute sites and/or hospital avoidance. The CN will provide triage, assessment, health case coordination and direct clinical intervention to clients both in a clinic and outreach setting.</p> <p>The role will have a specific focus on clients with complex health needs providing an acute and sub-acute health response supporting hospital avoidance. It also involves working collaboratively with Government and Non-Government organisations to respond to vulnerable people with complex needs who require a coordinated and integrated service response.</p> <p>The CN may be required to work across sites within Intermediate Care as required.</p> <p>The CN will support worker health and safety and quality improvement activities including meeting the requirements of accreditation.</p> <p>The CN is accountable for his/her own practice standards, activities delegated to others and the guidance and development of less experienced staff.</p>

Key Relationships/ Interactions:

Internal

- > Reports to the Nurse Unit Manager Hospital Avoidance Service
- > Works with minimal supervision and is responsible for the management of own work practice on a day to day basis
- > Maintains cooperative and productive working relationships with all members of the health care team
- > Supports and works collaboratively with less experienced members of the health care team
- > Establish working relationships and interact with health units within CALHN, the department of health and other government agencies
- > Works collaboratively with other members of the intermediate care multidisciplinary team within CALHN Intermediate

External

- > Collaborates with staff of relevant external services to foster collaborative service delivery and ensure the right care is being provided by the most appropriate service

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Understanding the requirements of this position in meeting CALHN intermediate care service objectives and broader health outcomes
- > Understanding and respect diversity in culture, gender, social backgrounds and race within the workplace and in the broader community
- > Understanding the needs of the vulnerable client groups including those with HIV, are homeless, or from culturally diverse backgrounds, often with concurrent comorbid medical and mental health needs
- > Ability to adapt and embrace change while working respectfully within a multidisciplinary team

Delegations:

- > N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensures high quality patient care to clients aimed at improving patient health outcomes</p>	<ul style="list-style-type: none"> • Providing specialist clinical health assessment, client centred care, health education and advocacy to clients in a clinic, acute, outreach or community setting • Ensuring client follow-up and advocacy • Maintaining client rights • Maintaining clinical record data • Providing consultation for a range of health providers and community services across the government and non-government sector • Ensuring client follow-up and advocacy <p>Improving nursing and client care procedures by;</p> <ul style="list-style-type: none"> • Integrating contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis at this level • Contributing specific expertise to nursing practice through clinical protocol and standards development • Applying and sharing expert clinical knowledge to improve patient/client care • Providing expert clinical nursing care and interventions and/or individual case management to Homeless clients • Applying nursing expertise to assess clients, select and implement different therapeutic interventions and/or supporting programs and evaluating client progress in a multi multidisciplinary intermediate Care setting • Contributing expert nursing assessment and advice to local clinical teams to achieve integrated nursing care within a risk management framework <p>Contributes to the human resource management of the service</p> <ul style="list-style-type: none"> • Act to resolve local and/or immediate nursing care or service delivery problems • Support change management processes • Contribute to communication processes that effectively deal with challenging behaviours and the resolution of conflicts
<p>Contributes to the achievement of nursing best practice and where relevant facilitates the development and application of relevant nursing research</p>	<ul style="list-style-type: none"> • Works within Intermediate Care to attain consistency of service delivery, nursing practice standards and local service outcomes • Participates in clinical teaching, oversee learning experiences and goal setting for students, new staff and staff with less experience • Act as a resource person within an area based on knowledge, experience and skills
<p>Contributes to the achievement of professional expertise through the maintenance of ongoing personal professional</p>	<ul style="list-style-type: none"> • Manage own professional development activities and portfolio, support the development of others and contribute to learning in the work area.

development/continuing education	
In addition, the Clinical Nurse / Refugee Health Nurse may	<ul style="list-style-type: none"> • Be required to participate in and/or provide clinical teaching and/or research • Be required to contribute to a wider or external area team working on complex or organisational wide projects such as clinical protocols, guidelines, process mapping. • Be required to undertake a specific activity and/or portfolio responsibilities • Be required, within pre-determined guidelines, and in a multi-disciplinary intermediate care setting, to assess clients, select and implement different therapeutic interventions and/or support programs and evaluate client progress
Contributes to other Intermediate Care programmes including quality Improvement activities	<ul style="list-style-type: none"> • Works with other Intermediate Care areas in collaborative quality improvement activities • Planning, reviewing and evaluating service delivery activities and outcomes
Contributes to the wellbeing of people in South Australia	<ul style="list-style-type: none"> • Participates 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 disaster. • Respecting people, understanding cultural difference, is sensitive and values differences and builds a positive relationship with all stakeholders. • Demonstrates best practice and a commitment to quality standards, proactively identifying needs for improvement and showing initiative in meeting these improvement needs.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Registered or eligible for registration as a Nurse by 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 written and verbal communication (including IT literacy – Computer skills, word processing and email), problem solving, conflict resolution and negotiation skills within a Multidisciplinary team.
- Demonstrated ability to adapt to changing environments, motivate staff and contribute positively in a team environment
- Demonstrate ability to be self-directed and work under carrying workload demands, while maintaining accurate records, assessing and analyse problems, formulating suitable solutions, set and achieve objectives
- Ability to manage time effectively prioritises workload and meet deadlines, whilst working under minimal supervision.
- Being creative, innovative and flexible to meet the changing needs of client groups and in approaching issues within the acute, sub-acute and community setting.
- Skills in comprehensive clinical assessment and clinical intervention relevant to the role

Experience

- Registered Nurse with at least 3 years, full time equivalent, post registration experience
- Demonstrated competence in the relevant area of nursing practice in accordance with the appropriate standards of practice.
- Experience in the leadership and direction of student nurses, and less experienced registered nurses.

Knowledge

- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- Knowledge of Quality Improvement Systems as applied to a healthcare and, primary health care and Intermediate care setting.
- Knowledge of contemporary nursing/midwifery and health care issues.
- Knowledge of contemporary professional nursing and or midwifery and health care issues, considerations and complexities of working with clients from refugee and asylum seeker backgrounds with complex physical and mental health issues.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Where applicable, qualifications relevant to practice settings.

Personal Abilities/Aptitudes/Skills:

- Ability to work within a team framework that fosters an environment that develops staff potential
- Skills in using computers and software relevant to the area of practice
- Accredited in peripheral intravascular device insertion

Experience

- Experience with quality improvement activities
- Experience in evaluating the results of nursing related research and integrating, where relevant, into nursing practice
- Experience working with clients from a refugee or asylum seeking background and Aboriginal or Torres Strait Islander Decent.

Knowledge

- Knowledge of the South Australian Public Health Care System, primary health care and public health principles and strategies

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 Criminal and Relevant History Screening.
- > *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's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > 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.
- > The incumbent is required to have a current and unrestricted drivers licence

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's Protection Act 1993 (Cth) – '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 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.*

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.

Resilience:

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

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 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., 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.

Health Network/ Division/ Department:

Services provided by Intermediate care/Primary health care have a focus on hospital avoidance, Outpatient and Emergency Department avoidance and supporting early discharge for those whose care needs can be met safely in the community setting.

Intermediate Care/PHC also provides care to vulnerable population groups with complex health issues, providing acute/sub-acute clinical intervention and support and education to improve their capacity to manage the condition/s, prevent complications, and improve their overall health. It also provides early intervention services that support people to be good self-managers of their health, so as to maintain good health and wellbeing, and to prevent future complications and possible ED admissions.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	1/10/16	11/7/18	Original version.
V2	12/7/2018		Updated template