



Position Description

Clinical Co-Ordinator Primary Care Nurse

Our Organisation

Springs Medical is a privately owned organisation governed by a board of GP Associate Directors and operating from sites in Daylesford, Kyneton and Trentham.

We employ and subcontract over seventy personnel on a day to day basis across GPs and GP registrars, primary care nurses, medical specialists, medical students, allied health professionals and administrative staff. We deliver over 75,000 occasions of patient care per year.

Our Vision

To achieve the optimum health of our community.

Our Mission

To improve the health of the rural communities of Daylesford, Hepburn Springs, Kyneton, Trentham, and surrounding districts through comprehensive and sustainable primary health care by:

- Leading, engaging and collaborating with our community;
- Providing timely access to primary health care services including general medical practice, acute care and after hours services;
- Having a systematic approach to health promotion, disease prevention and chronic disease management;
- Providing a multidisciplinary team approach; and
- Embracing education for the current and future needs of our communities.

Our Values

Reflect our purpose in delivering excellence in primary health care services and our commitment in meeting the complex health needs of our rural communities now and into the future including:

- Patient focused care: demonstrated excellence in patient care with a focus on accessible, adaptable and flexible service delivery;
- Privacy, integrity, honesty and respect: supporting and maintaining the highest level of confidentiality, fairness and equity, respect for diversity and honesty at all times;
- Community engagement: consult regularly with the community and recognise community needs;
- Sustainability: be a leading example in environmental responsibility and accountability by setting achievable and measurable goals;
- Accountability: defining and accepting responsibility and delivering on our commitments through fostering good governance, avoiding conflicts of interest and being effective and efficient in our organisational operations



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1. Your Team

The Springs Medical primary care nurse team comprises 17 primary care nurses. Across the team, primary care nurses provide specialised skills and experience in triage, immunisation, GP led procedures, diabetes education, complex care (chronic disease) management, smoking cessation, aged care, and travel medicine.

The aims of the teams include:

- Delivery of quality evidence based primary care nursing and patient services
- Supporting delivery of accessible timely integrated allied health services that are innovative and support the best patient outcomes
- Supporting new initiatives in complex care (chronic disease management) and health promotion and acute care services that are considered best practice in primary care health service delivery
- Supporting and promoting development of a patient centred customer service approach to primary care nurse services
- Operating within and promoting Springs Medical policy, procedures and relevant guidelines.

2. Your Role

The role will provide senior leadership and management on primary care nursing services, including triage and both GP- and nurse-led procedural clinical care services within the context of a primary health care setting, and as part of a larger multi-disciplinary team whose focus is on improving health outcomes for the local community.

This position will work in close collaboration with the Clinical Manager deputising for the role as required from time to time, and will support all areas of primary care nursing rotating across triage, procedure, complex care clinics and health checks.

Participation in the rostered Saturday shifts may be required, including backing up the nurse led clinics from time to time.

In addition, the role will assist in the provision, monitoring and review of care to patients to ensure quality standards are achieved and maintained and all care is delivered to a level that exceeds standards.

3. Your responsibilities

3.1 Leadership and Human Resources Management

- Support the Clinical Manager in the development and implementation of highly effective clinical leadership strategies, structures, policies, procedures and protocols with a particular focus on providing support to all primary care nursing staff.
- Attend and lead staff and team meetings.



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- Contribute to the development and implementation of highly effective business strategies that focus on revenue development, cost controls and new business developments.
- Support the Clinical and General Managers to manage clinical budgets, including clinical supplies, equipment, and wage expenses for the Primary Care team
- Deputise for the Clinical Manager from time to time, especially for HR and rostering support and Scope of Practice Responsibilities where directed and appropriate.
- Contribute to annual business and strategic clinical goals for SM with a strong emphasis on complex care and health promotion in collaboration with the Clinical Manager
- Develop and strengthen relationships with Central Highlands Rural Health Service, WVPHN, MPHNN, and other key stakeholders and partners to support the work of SM.
- Develop external networks within the local community and the broader region.
- Supervision and leadership of the Primary Care Team including supporting performance management in collaboration with the Clinical Manager.
- Induction and support of clinical staff including infection control standards in collaboration with the Clinical Manager.
- Support the development and effective coordination of education, training & information programs in order to meet the ongoing needs of Primary Care Nurses Team in delivering relevant evidence-based care.
- Support for Primary Care Nurses and implementation and delivery of complex care programs and health checks (chronic disease management) & health promotion. Ensure the program coordinates with and enhances other SM programs such as acute care, triage and primary care medical procedures.

3.2 Competency and Scope of Practice

- As a senior primary care nurse supporting the Primary Care nursing Team, maintain the knowledge and competence necessary for contemporary registered nurse practice and project management in a primary care rural setting. (In undertaking the role of a practice nurse see below – Primary Care Nursing responsibilities). Flexible approach to case load management and well-developed time management and organisational skills.
- Understand general practice and the principles of primary health care.
- Apply quality improvement activities and research findings to the practice setting.
- primary responsibility for implementation, monitoring and oversight of infection control policy and procedures.
- The position is one of 2 positions with primary responsibility for vaccine and cold chain management.

3.3 Acute Care

- Collaboratively develop nurse coordinated systems and processes supporting acute care, complex care and health checks and clinics, and a SM health promotion plan.
- Optimise effective and safe coordination and delivery of acute care and complex care services in keeping with the SM strategic plan and implement linkage opportunities in collaboration with the Clinical Manager and Director Clinical Systems.
- Optimise acute service opportunities by working with the Clinical Manager and Director Clinical Systems e.g., wound care development to enhance the Acute and Complex care program delivery or develop systems and processes to enhance patient access to complex care, health checks and health promotion opportunities; telehealth development to enhance complex care program delivery.



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- Optimise opportunities outlined in SM strategic plan by working with the Clinical Manager, and Director Clinical Systems, e.g., develop systems and processes to enhance patient access to complex care health checks and health promotion opportunities; telehealth development to enhance complex care program delivery.
Support collection and reporting of relevant and timely project data to SM and funding bodies.

3.4 Team Work, Standards of Conduct and Initiative

- Treat all Springs Medical colleagues, patients and visitors with respect and courtesy at all times. Work as an inclusive member of the reception and administration team including appropriate mentoring and guidance to junior members of staff. At all times, demonstrate a high level of team work, support, engagement and communication within the team. Show a capacity for initiative and working independently while taking direction for supervisors and managers when required.
- Maintain awareness and support equitable service delivery to diverse individuals and groups including cultural awareness.

3.5 Primary Care Nursing

- Other duties as directed by the Clinical Manager, General Manager, Director Clinical Systems, or Director Risk Management from time to time.
- Managing clients that have been identified as having a chronic disease, including working closely with the General Practitioners around the preparation of management plans, referrals to allied health services, referrals to health programs (e.g., Smoking Cessation), and regular review of re-call registers.
- Coordination of clients with the multi-disciplinary team, including Allied Health services, SIS Program & external service providers.
- Organising & referring clients for Home Medicine Reviews & supporting clients who attend the clinic for medication management.
- Leading health promotion activities designed to promote client, staff & community wellbeing through health information, promotional brochures, community development & self-care initiatives.
- Leading preventative health activities including health assessments, immunisation & opportunistic health education.
- Manages triage/ acute presentation support/ general health screening.
- Perform diagnostic procedures as directed by General Practitioners and Clinical Manager (e.g., ECG, spirometry and ABI).
- Assisting with minor procedures & wound care.
- Understand, comply with and adhere to infection control policy procedures and protocols
- Participate when required in case conferences. This will require liaising with internal and external stakeholders.
- Participate in home assessment and refer appropriately for support to local services as required.
- Provide supervision, education & support for Medical and Nursing Students working within the Clinic under the direction of the Clinical Manager.



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- Improvement of patient health outcomes: Conduct preventative/screening procedures; assist with patient education and community health promotion activities. Demonstrated excellence in clinical care relevant to chronic diseases such as cardiac, respiratory or diabetes. Coordinate patient recall and outreach programs and GP management plans and team care arrangement with clients that have been identified as having a chronic disease, including working closely with the Clinic Doctors around the preparation of management plans, referrals to allied health services, referrals to health programs (e.g. Smoking Cessation, Diabetes Educator, & regular review of re-call registers.
- Enthusiastically promote and embrace innovations that seek to improve the services of SM.
- Ensure participation in relevant training for supporting high quality nursing.

3.6 Other

- Other duties as directed by the Clinical Manager, General Manager, Director Clinical Systems, or Director Risk Management from time to time.

4. Risk, Accreditation and Occupational Health and Safety

- 4.1 Comply with Springs Medical O&HS policies and procedures
- 4.2 Take reasonable care for the safety of your own health and safety and that of other people who may be affected by your conduct in the workplace
- 4.3 In conjunction with Springs Medical Management coordinate and implement best practice in OH&S policy and procedures
- 4.4 Together with Springs Medical Management lead and participate in meetings, training and other occupational health and safety activities
- 4.5 Contribute to the maintenance and implementation of standard and customised risk management and occupational health and safety policies and procedures
- 4.6 Together with Springs Medical Management, contribute to the development and maintenance of effective systems, policies and procedures to ensure SM maintains RACGP accreditation
- 4.7 In conjunction with Clinical Leaders maintain awareness of current and new clinical legislation to ensure the practice is compliant with all statutory and regulatory obligations. Ensure relevant personnel are kept informed and changes made to systems and procedures as required. Contribute to the conduct of program reviews in order to enable continuous quality improvements

5. Key Selection Criteria/ qualifications, experience, knowledge and skills

Essential:

- 5.1 Relevant tertiary qualifications or equivalent training and experience in nursing, with recent experience in project management and complex care program delivery



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- 5.2 Demonstrated ability to provide leadership to the practice, internally to supervise and direct clinical staff, including employed primary care nurses, allied health, medical and nursing students, and with external stakeholders
- 5.3 Demonstrated patient-focused approach in service provision with genuine empathy and interest in client/patient needs
- 5.4 Undertake all duties in a diligent manner, with honesty and integrity
- 5.5 Maintain absolute confidentiality regarding patient and practice information
- 5.6 Demonstrate capacity to work cooperatively and independently in a team environment and with a range of health care professionals
- 5.7 Demonstrate ability to prioritise and organise, with attention to detail and vigilant attitude to accuracy
- 5.8 Demonstrate the SM values and represent the practice in a confident and positive manner at all times
- 5.9 Ability to demonstrate sufficient competency in use IT systems and relevant operating systems and desk top programs (medical data bases, Windows, MS Office, Outlook etc.)
- 5.10 A commitment to a continuing quality improvement approach to maintaining accreditation.
- 5.11 Training and/ or experience in coordinating of emergencies including basic infection control and safe handling & disposal of medical waste, and handling complaints
- 5.12 Extensive experience in the primary care sector with understanding of general operations
- 5.13 Ability to lead innovative practices, including program coordination, acute care, complex care initiatives and health promotion
- 5.14 Demonstrated exceptional interpersonal and communication skills

Additional Key Selection Criteria Requirements:

- 5.15 Availability for weekend and evening work or training as required
- 5.16 Current Victorian Driver's Licence and access to a private vehicle
- 5.17 Evidence of HLTAID003 (first aid & CPR)
- 5.18 Evidence of relevant insurance
- 5.19 Ongoing employment is subject to a satisfactory police check and unencumbered AHPRA registration.



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Highly Desirable:

5.20 Familiarity with Medicare Benefit Schedule – especially in relation to Chronic Disease & Primary Care Nurse Item numbers

5.21 Experience with implementing systems supporting complex care checks & Team Care Arrangements, and knowledge of local community resources.

5.22 Qualified Nurse Immuniser and Asthma Educator with knowledge of spirometry.

