

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.

1. Your Team

The Wellness Nurse works in a multidisciplinary team. The role works closely with our Clinical Wellness Coordinator, Clinical Admin Support role, nursing team-acute care and wellness team and allied health providers including but not limited to exercise physiologist, physiotherapist, pharmacist, psychology, and diabetes educator services internally and externally. The role also works closely with referring GPs and the reception/administration team. The Wellness nurse also liaises with external providers including relevant community service providers.

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, wellness (chronic disease) management, SIS program, smoking cessation, aged care and travel medicine.

The Clinical Wellness Coordinator leads care undertaken in wellness clinics. This care typically includes: diabetes education, wellness (chronic disease) management, health checks, SIS program, smoking cessation and aged care. The Clinical Wellness team comprises 4-5 wellness nurse champions. Primary care wellness nurse champions lead wellness health clinics and health checks and provide support and mentoring for Clinical Acute Care Nursing Team members to conduct wellness checks where required.

The Clinical Acute Care Coordinator leads care undertaken in triage and procedure areas. This care typically includes: triage, immunisation, support for allergy testing, GP led procedures, travel medicine.

The Clinical Admin Support role provides administrative support to the Acute Care and Clinical Wellness Nursing Teams and will report to the Clinical Team Leader and proactively liaise with the Clinical Acute Care and Clinical Wellness Coordinator and Reception Coordinator.

Both nursing teams work seamlessly with GPs and allied health to deliver health check targets; and support the SIS program team including admin support, wellness nurse and exercise physiologist. The Clinical Wellness team also works closely with SIS Program Management Committee and collaborates with allied health professionals including exercise physiologist, dietitian, physiotherapists, diabetes educator, psychologist and smoking cessation nurse in delivering and coordinating all patient/ client programs.

The nursing teams ensure the highest levels of quality primary care practice that meet and aim to exceed RACGP standards.

The aims of the team 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 wellness (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. Wellness Nurse Role

- Managing clients that have been identified as having a chronic disease, including working closely with the General Practitioners around the preparation of management plans, aged care assessment, referrals to allied health services, referrals to and from health programs (e.g. SIS, Smoking Cessation, LIFE program, Well Women's Clinic, Mental Health Nurse), & regular review of re-call registers.
- Coordination of clients with the multi-disciplinary team, including Allied Health services, nursing team, SIS team & external service providers.
- Organizing & referring clients for Home Medicine Reviews & supporting clients who attend the clinic for medication management.
- Health promotion activities designed to promote client, staff & community wellbeing through health information, promotional brochures, community development & self-care initiatives.
- Preventative health activities including health assessments, immunisation & opportunistic health education.
- 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.
- 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.

3.1 Key Responsibilities

Team Work & Collaboration

- 3.1 Treat all SM colleagues, patients and visitors with respect and courtesy at all times.
- 3.2 Work as an inclusive member of the wellness team including appropriate mentoring and guidance, within scope of practice, especially for medical and nurse student placements at SM and GP Registrars. At all times, demonstrate a high level of teamwork, support, engagement and communication with the primary care nurse team.
- 3.3 Without exception, actively comply with the intent and spirit of the SM standards of conduct signed at the commencement of your employment

3.18 provide supervision, education & support for Medical and Nursing Students working within the Clinic under the direction of the Clinical Team Leader.

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Daylesford 3460
t: 03 5348 2227
f: 03 5348 1447

● 22 Victoria Street
Trentham 3458
t: 03 5424 1602
f: 03 5424 1851

● 89 Piper Street
Kyneton 3444
t: 03 5422 1298
f: 03 5422 1307

3.19 Enthusiastically promote and embrace innovations that seek to improve the services of SM.

Other

3.20 And other duties as directed by the Clinical Team Leader, SIS Coordinator, Clinical Wellness Coordinator, Clinical Acute Care Coordinator or General Manager 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 SM continuous quality improvements

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

Mandatory:

- 5.1 Endorsed qualifications or registered and experience in the primary health care sector.
- 5.2 Ability to work as a highly effective member of a team with a range of health care professionals, and ability to provide support and nurturing to medical and nurse students and GP Registrars.
- 5.3 Willingness to support and participate in innovative practice.
- 5.4 Experience and knowledge in general primary care nursing and wellness and the day-to-day operations or demonstrated capacity to acquire same.
- 5.5 Demonstrated patient – focused approach to service provision.
- 5.6 Sound interpersonal, communication and teamwork skills including written, verbal and negotiation skills.
- 5.7 A commitment to and experience in a continuing quality improvement approach.

- 5.8 A commitment to ongoing professional development. It is a requirement to participate in relevant CPD activities pursuant with National Registration requirements including annual CPR.

Additional requirements:

- 5.9 Current Victorian Driver's License and access to a private vehicle.
5.10 Appointment and ongoing employment is subject to satisfactory police records check.

Highly desirable:

- 5.11 Understanding of the Medicare Benefits Schedule – especially in relation to Chronic Disease & Primary Care Nurse item numbers.
5.12 Experience with implementing systems supporting wellness checks, Team Care Arrangements & knowledge of local community resources.
5.13 Asthma educator & knowledge of spirometry.

Declaration:

I, _____, acknowledge that I have read and understood the Clinical Wellness Nurse Position Description which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements.

Employee

Date