

## Position Description

**Clinical Wellness Coordinator and Primary Care  
Registered Nurse (Division 1) updated 23.6.2020**

### Summary

<b>Position Title</b>	Clinical Wellness Coordinator and Primary Care Registered Nurse (Division 1) – permanent part time
<b>Employer</b>	Springs Medical Pty Ltd
<b>Classification</b>	RN Level 4 pay point 1 (Nurse Award 2010)
<b>Salary</b>	Above award wages plus 9.5% employer superannuation
<b>Incumbent</b>	VACCANT
<b>Reporting to</b>	Clinical Team Leader (Lee-anne Potter)
<b>Direct Reports</b>	Primary Care Nurses (4 to 5 individuals)
<b>Employment status</b>	Ongoing Permanent Part Time 0.8 EFT
<b>Location</b>	Springs Medical Clinic locations as required (Daylesford, Trentham and Kyneton)

### Our Organisation

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

We employ and sub contract over seventy personnel on a day to day basis across GPs and GP Registrars, primary care nurses, medical specialists, students, allied health professionals and administrative staff. We deliver over 55,000 occasions of patient care per year.

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### Our Vision

To achieve the optimum health of our community

### Our Mission

To improve the health of the rural communities of Daylesford, Hepburn Springs, Trentham, Kyneton 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
- 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 Springs Medical primary care nurse team comprises 14 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, travel medicine, breast care, and cervical screening.

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.

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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, breast care, and cervical screening.

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 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 aims 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. Your Role(s)

The role will provide a senior leadership and management focus on wellness (chronic disease management and allied health services) and Health Promotion and primary care nursing 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 Acute Care Coordinator including deputising for the role as required from time to time and also support all areas of primary care nursing rotating across triage, procedures as well as chronic disease management.

Therefore, participation in the rostered nurse shifts, including Saturday mornings or late week day clinics, working with the on-call doctor especially at the Daylesford clinic may be required including to back up the nurse led clinics from time to time.

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### Wellness and Health Promotion:

The role will develop systems and process and implement these to SM wellness clinics and health check services to further support improved health outcomes, disease prevention and lifestyle modification leading to improved patient wellbeing and health outcomes. The role will support development and implementation of the SM Health Promotion plan in collaboration with the Clinical Team Leader, General Manager, Operations Manager and Directors.

The role will work collaboratively with the Clinical Team Leader and Clinical Acute Care Coordinator, including nurse triage and nurse 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 may include deputising for the Clinical Team Leader and /or the Clinical Acute Care Coordinator role as required from time to time and providing support to all areas of primary care nursing rotating across triage, procedures as well as wellness management.

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 minimum standards.

## 3. Key Responsibilities –Wellness & Health Promotion

### 3.1 HR Management

- 3.1.1 Provision of supervision and leadership of the Clinical Wellness Team including supporting performance management in collaboration with the Clinical Team Leader (CTL)
- 3.1.2 Induction and support of clinical staff including infection control standards in collaboration with the CTL.
- 3.1.3 Support the development and effective coordination of education, training & information programs in order to meet the ongoing needs of Primary Care Nurses and Clinical Wellness Team members in delivering relevant evidence-based care.
- 3.1.4 Support for Primary Care Nurses and Clinical Wellness team members in implementation and delivery of wellness programs and health checks (chronic disease management) & health

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promotion. Ensure the program coordinates with and enhances other SM programs such as acute care, triage and primary care medical procedures.

- 3.1.5 Support the development and effective coordination of education, training & information programs in order to meet the ongoing needs of SIS program team members.
- 3.1.6 Deputise for the Clinical Team Leader and/ or Clinical Acute Care Coordinator from time to time, especially for HR and rostering support and Scope of Practice Responsibilities where directed and appropriate.

### 3.2 Team Work & Collaboration

3.2.1 Work collaboratively, in a clinical team with other health professionals and in partnership with clients.

3.2.2 Contribute to annual business and strategic clinical goals for SM with a strong emphasis on wellness and health promotion in collaboration with the Clinical Team Leader

3.2.3 Work collaboratively with non-clinical practice staff.

3.2.4 Develop and strengthen relationships with Central Highlands Community Health CHCH, WVPHN and other key stakeholders and partners to support the work of SM.

3.2.5 Develop external networks within the local community and the broader region

### 3.3 Competency / scope of practice

3.3.1 As a senior primary care nurse, maintain the standard 20 min hours of continuing professional development. Flexible approach to case load management and well-developed time management and organisational skills.

3.3.2 Understand general practice and the principles of primary health care.

3.3.3 Apply quality improvement activities and research findings to the practice setting.

3.3.4 Work autonomously and function effectively as a member of a multi-disciplinary team.

3.3.5 the position is one of three positions with primary responsibility for implementation, monitoring and oversight of infection control policy and procedures

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3.3.6 the position is one of four positions with primary responsibility for vaccine and cold chain management

### 3.4 Leadership

3.4.1 Support the Clinical Team Leader 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 nurses and SIS team staff

3.4.2 Attend and lead staff and team meetings

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

3.4.4 Contribute to the development and implementation of highly effective business strategies that focus on revenue development, cost controls and new business developments

3.4.5 Support the CTL and General Manager manage the SIS budget in collaboration with including clinical supplies and equipment and salaries for the Clinical Wellness team

3.4.6 Deputise for the Clinical Team Leader or Clinical Acute Care Coordinator from time to time

### 3.5 Wellness and Health Promotion

3.5.1 Collaboratively develop nurse coordinated systems and processes supporting acute care, wellness and health checks; and clinics and a SM health promotion plan

3.5.2 Optimize effective and safe coordination and delivery of acute care services and Clinical Wellness in keeping with the SM strategic plan and implement linkage opportunities in collaboration with the Clinical Team Leader and Director Clinical Systems

3.5.3 Optimize acute service opportunities by working with the Clinical Team Leader and Director Clinical Systems. e.g wound care development to enhance the Acute program delivery or develop systems and processes to enhance patient access to wellness health checks and health promotion opportunities; telehealth development to enhance wellness program delivery

3.5.4 Optimize opportunities outlined in SM strategic plan by working with the Clinical Team Leader, Clinical Acute Care Coordinator and Director Clinical Systems. e.g develop systems and processes to enhance patient access to wellness health checks and health promotion opportunities; telehealth development to enhance wellness program delivery

3.5.5 Ensure collection and reporting of relevant and timely project data to SM and funding bodies

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### 3.6 Key Responsibilities – Primary Care Nurse

3.6.1 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.

3.6.2 Co-ordination of clients with the multi-disciplinary team, including Allied Health services, PC nursing team, SIS Program team & external service providers.

3.6.3 Organizing & referring clients for Home Medicine Reviews & supporting clients who attend the clinic for medication management.

3.6.4 Health promotion activities designed to promote client, staff & community wellbeing through health information, promotional brochures, community development & self-care initiatives.

3.6.5 Preventative health activities including health assessments, immunisation & opportunistic health education.

3.6.6 Triage/ acute presentation support/ general health screening.

3.6.7 Perform diagnostic procedures as directed by General Practitioners and Clinical team Leaders (e.g. ECG, spirometry and ABI)

3.6.8 assisting with minor procedures & wound care.

3.6.9 Understand, comply with and adhere to infection control policy procedures and protocols

3.6.10 Participate when required in case conferences. This will require liaising with internal and external stakeholders.

3.6.11 Participate in home assessment and refer appropriately for support to local services as required.

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

3.6.13 **TEAM WORK AND STANDARDS OF CONDUCT:** treat all SM colleagues, patients and visitors with respect and courtesy at all times. Work as an inclusive member of the clinical 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 team work, support, engagement and communication with the primary care nurse team.

3.6.14 **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. Co-ordinate patient recall and outreach programs and GP management plans and

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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, LIFE program, & regular review of re-call registers).

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

### 3.7 Other

3.7.1 And other duties as directed by the Clinical team Leader, General Manager or 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 SM continuous quality improvements

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

### Mandatory:

- 5.1 Tertiary qualifications/Division 1 and experience in the primary health care sector including recent experience in project management, wellness program delivery.

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- 5.2 Demonstrated ability to provide leadership to the Practice, both internally including to supervise and direct clinical staff including employed primary care nurses, allied health, medical and nursing students and with external stakeholders.
- 5.3 Ability to work with a range of health care professionals, ability to lead innovative primary health care practices, wellness health check and health promotion and a sound knowledge of the general practice environment and its relationship to the broader health sector and local community.
- 5.4 Ability to lead innovative practices especially program coordination, acute care, wellness initiatives (CDM/ preventative health) and Health Promotion.
- 5.5 Extensive experience and knowledge in general primary care nursing and the day-to-day operations or demonstrated capacity to acquire same.
- 5.6 Demonstrated patient – focused approach to service provision.
- 5.7 Outstanding interpersonal, communication and team work skills including written, verbal and negotiation skills.
- 5.8 A commitment to and experience in a continuing quality improvement approach to maintaining accreditation.
- 5.9 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:

- 5.10 Availability for weekend and evening work or training as required
- 5.11 Current Victorian Driver's License and access to a private vehicle
- 5.12 Appointment and ongoing employment is subject to satisfactory police records check
- 5.13 Qualified Nurse Immuniser

### Highly desirable:

- 5.14 Understanding of the Medicare Benefits Schedule – especially in relation to Chronic Disease & Primary Care Nurse item numbers.

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- 5.15 Experience with implementing systems supporting wellness checks, Team Care Arrangements & knowledge of local community resources. ,
- 5.16 Asthma educator & knowledge of spirometry

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## Position Description

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Registered Nurse (Divison 1) updated 23.6.2020

### Declaration:

I, **XXXXXXXXXX**, acknowledge that I have read and understood the Clinical Wellness Coordinator and Primary Care Registered 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.

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Employee | Date

This Position Description is approved by

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General Manager | Dr Bradley Wyer | HR Director

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Date

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