

Summary

Position Title	Clinical Team Leader and Primary Care Nurse (RN) – permanent part time
Employer	Springs Medical Pty Ltd
Classification	RN Level 4 pay point 3 (Nurse Award 2010)
Salary	Above award plus 9.5% employer superannuation to be negotiated with successful candidate
Incumbent	Vacant
Reporting to	General Manager
Direct Reports	Clinical Acute Care Coordinator, Clinical Wellness Coordinator, Diabetes Educator, Clinical Admin Support, SIS Admin Support
Employment status	Ongoing Permanent Part Time (0.9 FTE / 68.4 hours per fortnight)
Location	All Springs Medical Locations

Our Organisation

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

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, 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 Clinical Team Leader provides supervision and accountability for the Clinical Acute Care and Clinical Wellness Coordinators, Diabetes Educator(s), Mental Health Nurse(s), Clinical Admin Support, SIS Admin Support and other Programs as required. Professional mentoring and support will be an essential focus of this role.

Clinical Acute Care incorporates care undertaken in triage, procedure and second 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 will provide administrative support to the Clinical Acute Care and Clinical Wellness Nursing Teams will report to the Clinical Team Leader and proactively liaise with the Clinical Acute Care and Clinical Wellness Coordinator and Reception Coordinator.

The Clinical Wellness Team incorporates 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.

Diabetes Education services includes provision of all nurse led diabetes education services for all SM patients, health checks, education, lifestyle and change management supporting patient self – management; maintaining credentialing and the ongoing certified professional development expected of a credentialed CDE including current membership of the Australian Diabetes Education Association (ADEA). The role will also provide leadership and mentoring and education to other clinical colleagues including doctors, GP Registrars, medical and nurse students and allied health professionals.

Mental Health Nursing services including providing clinical nursing services for clients with severe and persistent mental disorders, coordinating clinical services for clients with severe and persistent mental disorders, reporting data requirements for SM and funded programs. (Not applicable as at August 2019)

Clinical Admin Support includes non- clinical administrative support for Clinical Acute Care and Clinical Wellness services such as providing support for the nurse triage phone line, coordinating appointment bookings according to booking rules, preparing agenda and minutes for meetings, follow up of documentation such as referrals, scanning and scripts.

Nursing team coordinators, credentialed nursing team members and admin support roles work closely 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 the 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.

Other Program oversight as required and by negotiation.

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

The role will provide a senior leadership and strategic management focus and will work in close collaboration with the General Manager and SM Directors, Practice Coordinator, and Clinical Acute Care, Clinical Wellness Coordinators, Diabetes Educator, Mental Health Nurse, Clinical Admin Support, SIS program Coordinator and/or other programs and services as required as part of a larger multi-disciplinary team whose focus is on improving health outcomes for the local community. The role will ensure coordination between programs and the multidisciplinary team and support continuity of care. The role will provide mentoring, support safety and quality, continuous quality improvement, effective business development, program innovation.

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. The role may be required to deputise for the General Manager from time to time.

This position will support innovative and contemporary practice and medical and nursing students and GP Registrars during clinical placement.

In addition, the role will assist in the provision, monitoring and review of care to patients including clinical risk management to ensure quality standards are achieved and maintained and all care is delivered to a level that meet and aims to exceed RACGP standards.

3. Key Responsibilities – Clinical Team Leader

3.1 HR Management

3.1.1 Provision of supervision and leadership including retention and recruitment, rostering, performance management, training and supporting the Clinical Acute Care and Clinical Wellness Coordinators responsible for primary care nurses, Diabetes Educator(s), Mental Health nurse(s), SIS Program Coordinator and Clinical Admin Support, and other Programs and services in delivering primary care services and Programs to the community.

3.1.2 Lead and oversee implementation of induction and support of clinical staff including infection control standards.

3.1.3 Lead the development and effective coordination of education, training & information programs in order to meet the ongoing needs of Clinical Acute Care and Clinical Wellness Coordinators responsible for Primary Care Nurses, Diabetes Educator(s), Mental Health nurse(s), SIS Program Coordinator and Clinical Admin Support and other Programs and services.

3.1.4 Provide leave relief for the Clinical Acute Care and Clinical Wellness Coordinators, especially for HR Management and Scope of Practice Responsibilities where appropriate.

- 3.1.5 Lead mentoring and professional development support

3.2 Team Work & Collaboration

3.2.1 Lead collaborative practice, in the clinical team with other staff and health professionals in partnership with their clients.

3.2.2 Through delegation of the General Manager and GP Associate Directors contribute to annual business and strategic clinical goals for SM with a strong emphasis on primary acute care and medical procedures; and wellness clinics and health checks; and health promotion initiatives.

3.2.3 In conjunction with the Practice and Reception Coordinators, lead collaboration with non-clinical practice staff to ensure the highest standards of patient communication and person centered approach to care to optimise the patient journey.

3.2.4 Develop and strengthen relationships with Hepburn Health Service, Hepburn House, the Western Victoria Primary Health Network (WVPHN), Daylesford College, Hepburn Shire and other funders and key stakeholders and partners to support the work of SM.

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

3.2.6 Contributing to and supporting development of the Education and Meeting Calendar for the Clinical Team.

3.3 Competency / scope of practice

3.3.1 As SM's senior primary care nurse responsible for oversight of Clinical acute care, wellness and health promotion, demonstrate leadership in knowledge and competence necessary for contemporary registered nurse practice in a primary care rural setting. (In undertaking the role of a Primary Care Nurse see Appendix 1 below – Primary Care Nurse Responsibilities)

3.3.2 Lead and support a flexible approach to case load management and demonstrate well-developed time management and organisational skills.

3.3.3 Lead understanding of general practice and the principles of primary health care through identification of gaps in knowledge and opportunities for education and training.

3.3.4 Lead quality improvement activities and research findings to the practice setting.

3.3.5 Demonstrate ability to build team cohesion and collaboration work autonomously and function effectively as a member of a multi-disciplinary team.

- 3.3.6 In collaboration with the Director Clinical Systems, lead quality improvement through review of care to patients including clinical risk management to ensure quality standards are achieved and maintained and all care is delivered to a level that meet and aims to exceed RACGP standards
- 3.3.7 *the position is one of four positions with primary responsibility for vaccine and cold chain management*
- 3.3.8 *the position is one of three positions with primary responsibility for implementation, monitoring and oversight of infection control policy and procedures*

3.4 Leadership

- 3.4.1 In collaboration with the Clinical Acute Care and Wellness Coordinators, lead 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 nurse staff
- 3.4.2 Attend and lead staff and team meetings
- 3.4.3 Contribute to the development and implementation of highly effective business strategies that focus on revenue development, cost controls and new business developments
- 3.4.4 Enthusiastically promote and embrace innovations that seek to improve the services of SM.
- 3.4.5 Develop and effectively manage a cost centre budget including clinical supplies and equipment and salaries for the Clinical Acute Care and Clinical Wellness nurse teams
- 3.4.6 Optimise opportunities outlined in SM strategic plan
- 3.4.7 Deputise for the General Manager from time to time

3.5 Other

- 3.5.1 and other duties as directed by the General Manager or Director Clinical Systems or Director Risk Management from time to time

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 health checks, management plans, 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, SIS Program & external service providers.

3.6.3 Oversee processes supporting the organisation & referring of clients to Home Medicine Reviews & supporting clients who attend the clinic for medication management.

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

3.6.5 Oversee and contribute to the development of 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 Lead, understand, promote, 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.

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 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.

4. Risk, Accreditation and Occupational Health and Safety

- 4.1 Comply with Springs Medical O&HS policies and procedures and support ethical and professional conduct
- 4.2 Demonstrate leadership in health and safety for self 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 continuous quality improvement activities
- 4.5 Lead and implementation of best practice standards for 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 contemporary 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. Lead program reviews in order to enable SM continuous quality improvements
- 4.8 *the position is one of four positions with primary responsibility for vaccine and cold chain management*
- 4.9 *the position is one of three positions with primary responsibility for implementation, monitoring and oversight of infection control policy and procedures*

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 project management.
- 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 nurse 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, especially acute, wellness 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, continuous quality improvement, risk management, 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 leadership 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 leading and 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

Highly desirable:

- 5.13 Understanding of the Medicare Benefits Schedule – especially in relation to Chronic Disease & Primary Care Nurse item numbers.
- 5.14 Experience with implementing systems supporting wellness checks, Team Care Arrangements & knowledge of local community resources.
- 5.15 Qualified Nurse Immuniser, Asthma educator & knowledge of spirometry
- 5.16 Current credentialing in nurse immunisation.

Declaration:

I, _____, acknowledge that I have read and understood the Clinical Team Leader 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.

Employee | _____
Date

This Position Description is approved by

General Manager | _____
HR Director

Date