



## POSITION DESCRIPTION

<b>Name:</b>	
<b>Commencement / Last Date Reviewed:</b>	November 2019
<b>Reviewed By:</b>	Coordinator Community Nursing

## ORGANISATIONAL STRUCTURE

Position Title	Role / Team	Area	Direct Reports
District Nursing Coordinator	District Nursing	Clinical Services	Community Nurses Community Nursing clients
Location	Employment Type	Reports To	Professional Accountability
Margaret Boyd Education Centre	Permanent Part time	Community Nurse Coordinator	Manager Community Nursing ADON

## OUR VISION

**To Be Recognised Leaders in Rural Health Care**

## OUR VALUES

**CARING**

**EXCELLENCE**

**RESPECT**

**INTEGRITY**

**FAIRNESS**

## POSITION PURPOSE

Northeast Health Wangaratta is a leading Victorian health service committed to providing quality health care to more than 90,000 people across North East Victoria. We are the major referral facility for people with complex health needs from Bright, Mansfield, Beechworth, Myrtleford, Yarrowonga, Euroa and Benalla.

The District Nursing Service (DNS) provides short and long-term nursing care in the client's home or another suitable environment. Our team of registered and enrolled nurses offer a range of services that can include;

- Wound management
- Medication monitoring, management and education
- Diabetes education, support and management
- Stomal and catheter care
- Health assessments, service advice and referrals
- Showering/hygiene assessments
- Advice and assistance with referrals to other services
- Palliative care support

The DNS Coordinator is responsible for:

- Management of consumer referrals, admissions, and daily operations of the service.
- Ensure delivery of consumer directed quality care in accordance with relevant OH&S, NHW policies / procedures, service agreements, funding sources and healthcare standards.
- Central liaison person for external and internal services, other community programs, hospitals and medical professionals.
- Management of My Aged Care (MAC) admissions and discharges and DVA claiming.
- Ensure processes are in place to deliver a consumer centred approach focusing on Wellness and Reablement, maximising functional capacity, social participation, improved self-management and a coordinated delivery of care services.



## RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

PERFORMANCE AREA	RESPONSIBILITY
<p><b>Core Role</b> <b><u>Clinical Services</u></b></p>	<ul style="list-style-type: none"> <li>• Promote high quality, integrated, person centred care</li> <li>• Contribute to the development of all staff</li> <li>• Accept accountability for own actions and seek guidance if situations exceed the scope of practice for a Registered Nurse.</li> <li>• Perform nursing interventions and procedures in accordance with Northeast Health Wangaratta policies and procedures.</li> <li>• Collaborate with the multidisciplinary health care team to achieve the desired patient outcomes.</li> <li>• Provide leadership in relation to advice, clinical skills and support in assessment, referral, advocacy and care of clients and families/ carers.</li> <li>• Be the point of contact for registered and enrolled nursing staff in relation to variation of care for clients</li> <li>• Create, allocate and manage daily client lists to ensure appropriate skilled staff are able to meet care requirements</li> <li>• In conjunction with the Community Nurse Coordinator and Hospital Nursing Supervisors, participate in the process of staff replacement in times of staff leave</li> <li>• Undertake a care coordination role when required for consumers who have complex needs (eg. multiple service providers, awaiting case management packages and frequent monitoring with repeated care plans reviews)</li> <li>• To participate and interface between inpatient and community in planning discharges.</li> <li>• Attend client case reviews and family meetings as required, including documentation of review / meeting discussions and outcomes.</li> <li>• Present as a role model demonstrating clinical management integrity, openness, flexibility and kindness.</li> <li>• Ensure the required standards of funding sources are met</li> <li>• Liaise with stakeholders and service providers to access support and funding for clients.</li> <li>• Monitor budget parameters and provide feedback to agencies in relation to individual client service agreements.</li> <li>• Consumer information, data and records are maintained to reflect the requirements of NHW and relevant Commonwealth and State Government agencies.</li> <li>• Utilise the approved consumer management software for data sets, care profiles and care plans.</li> <li>• Maintain a hard record copy of all other non-computer software supported consumer related documentation</li> <li>• Provide clinical care ad hoc to consumers.</li> <li>• Monitor existing DNS consumer admissions and discharges from hospitals / respite facilities.</li> <li>• Facilitate student nurses to achieve their objectives by means of appropriate allocation to staff and practical experience.</li> <li>• Be responsive to HITH and palliative care clients requiring urgent district nursing care.</li> <li>• Allocate DNS staff to Surgical Outpatients Patients (SOPs) Clinic Wednesday afternoons.</li> <li>• Responds promptly to conflict resolution with a focus on a consultative approach to problem solving.</li> <li>• Actively reflects on own professional performance, seeks feedback and participates in own and others professional development.</li> <li>• Adhere to legislation pertaining to privacy, confidentiality and the handling of personal information.</li> </ul>
	<p><b>KPI</b></p> <ul style="list-style-type: none"> <li>• Ensure appropriate skill mix of staff to provide optimal clinical care.</li> <li>• Report on monthly DNS admissions and discharges.</li> <li>• Reconcile monthly DVA claims.</li> <li>• Achievement of NHW and role specific KPI targets as they apply to your area</li> </ul>



<p><b><u>Quality &amp; Innovation</u></b></p>	<ul style="list-style-type: none"> <li>• Promote a continuous improvement culture in line with Hardwiring for Excellence and NHW Values</li> <li>• Provide innovative solutions to identified areas for improvement.</li> <li>• Ensure clinical practice is in accordance with evidenced based practice</li> <li>• Actively benchmark performance to maintain best practice standards.</li> <li>• Maintain a proactive approach to the identification, management and reduction of risk</li> <li>• Ensure compliance with relevant Acts and Standards, inclusive of DVA Bulletins, and MAC updates.</li> <li>• Ensure compliance with NHW Human Resources policies, instrument of delegation and the grievance procedure</li> <li>• Initiate where appropriate and/or contribute to any quality projects that enhance community nursing.</li> <li>• Completion of all organisational mandatory training within designated timeframe</li> <li>• Facilitate and participate in regular staff meetings to provide information, make decisions and improve communication</li> </ul> <p><b>KPI</b></p> <ul style="list-style-type: none"> <li>• Evidence based assessment tools and patient reported outcomes are completed for all patients and referrals made as required.</li> <li>• Evidence of participation in committees and relevant professional groups</li> <li>• Support nursing and medical colleagues to participate in continuing professional development.</li> <li>• Comply with all clinical and / or competency standards, ensuring you operate within your scope of practice and seek help when needed.</li> </ul>
<p><b><u>People, Learning and Research</u></b></p>	<ul style="list-style-type: none"> <li>• Promote a workplace culture that is professional, supportive and inclusive.</li> <li>• Encourage a continuous learning environment for all staff and external stakeholders.</li> <li>• To provide leadership and support for staff and build the capacity of nurses, other health care members, and the wider community to respond to community health and support needs for individuals, their caregivers and family.</li> <li>• Participate in regular planned clinical and operational supervision of practice with Coordinator Community Nursing / Operational Director Community Nursing</li> <li>• Participate in annual performance, development and review process (appraisal)</li> <li>• Develop and foster a supportive and effective team environment that supports staff in the acquisition and application of new skills</li> <li>• Recognise the need for and participates in professional development</li> <li>• Collaboratively works with Community Nursing Coordinator / Operations Director to manage staff through effective recruitment, retention, recognition and development strategies</li> <li>• Demonstrates a commitment to ongoing professional development and achievement of organisational performance indicators.</li> <li>• Accepts personal responsibility for Continuing Professional Development (CPD) and maintains a CPD portfolio as required by AHPRA.</li> </ul> <p><b>KPI</b></p> <ul style="list-style-type: none"> <li>• Participation in and satisfactory feedback through annual performance review process.</li> <li>• Provision of ongoing education to staff internally and externally</li> <li>• Contribution to community nursing guidelines, policy and procedures.</li> </ul>
<p><b><u>Organisational Management</u></b></p>	<ul style="list-style-type: none"> <li>• Participate in the data collection required by organisation, community, state and commonwealth agencies</li> <li>• Participate in ensuring the mandatory practice requirements and standards of various funding sources applicable to related programs are met</li> <li>• Participate in submission process for access new funds or developing growth funding</li> <li>• Manages change processes in reflective and supportive manner that contributes to strategic direction of the organisation.</li> <li>• Work within the Nursing and Midwifery Board of Australia Codes of Professional Conduct and Guidelines</li> </ul>



	<p><b>KPI</b></p> <ul style="list-style-type: none"> <li>• Completion of all organisational mandatory training within designated timeframe</li> <li>• Maintain proactive approach to the identification, management and reduction of risk.</li> </ul>
<b><u>Facilities &amp; Environment</u></b>	<ul style="list-style-type: none"> <li>• Promote welcoming facilities that are culturally sensitive and positively engage our community</li> <li>• Participate in the implementation of information technology systems that ensure patient information is accurate, accessible and at the same time maintaining respect for patient privacy.</li> <li>• Following appropriate risk assessment relating to extreme weather conditions. Refer to Heat Alert, and Extreme weather policy.</li> <li>• Participate in the development of a safe and healthy workplace.</li> <li>• Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> <li>• Co-operate with management in its fulfilment of its legislative obligations.</li> <li>• Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.</li> <li>• To report any injury, hazard or illness immediately, where practical to their supervisor.</li> <li>• Not place others at risk by any act or omission.</li> <li>• Not wilfully or recklessly interfere with safety equipment.</li> </ul>
<b><u>Community &amp; Partnerships</u></b>	<ul style="list-style-type: none"> <li>• Establish and maintain partnerships with stakeholders and service providers to ensure a collaborative approach to care.</li> <li>• Attend relevant internal and external meetings</li> </ul>

## WORKING RELATIONSHIPS

### INTERNAL

- NHW Staff Members

### EXTERNAL

- External Health Services

## KEY SELECTION CRITERIA

### Essential

- Current registration as a Registered Nurse Division 1 with the Australian Health Practitioner Regulation Agency (AHPRA)
- Minimum 4 years experience in Community Nursing
- Experience in Clinical Coordination
- Advanced Clinical knowledge base related to acute inclusive of Hospital in the Home and community nursing programs
- Demonstrated ability to work independently and as part of a multi-disciplinary team.
- Commitment to high quality patient care
- Advanced assessment, problem solving, critical thinking and organisational skills.
- Excellent clinical reasoning skills.
- Ability to work within a team environment.
- Evidence of strong interpersonal and communication skills, written and verbal
- High level of reliability and professional conduct
- Demonstrated ability to innovative and adapt to change
- Demonstrated ability to utilise information and technology applications.
- Current knowledge of, and commitment to, evidence-based practice
- Demonstrated understanding of relevant Commonwealth and State funding programs and awareness of issues in delivery of community services in rural and isolated areas and reporting requirements.
- Ability to comply with the "Behavioural Outcomes" for this role
- Current valid driver's license



**Desirable**

- Certificate IV in training and assessment
- Appropriate qualifications in studies at tertiary level and experience in a relevant clinical discipline or working towards
- Membership of relevant professional bodies
- Experience in conducting research and quality activities, audits and or health promotion.

**All staff must have and remain current for continued employment the following:**

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas

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**Received By Employee**

Name: \_\_\_\_\_

Date: \_\_\_\_\_



# Standards of Behaviour

## Above the line Our staff will always:

## Below the line Our staff will not:

### Caring

Show compassion to all people  
 Demonstrate empathy and understanding  
 Work as part of the team  
 Mentor others  
 Provide encouragement to others  
 Care for others the way they would like to be cared for themselves

Be disrespectful  
 Be self-centered  
 Have inappropriate conversations with others  
 Display rudeness

### Excellence

Commit to the NHW Hardwiring Excellence expectations  
 Have the courage to question what we do  
 Persevere to do the best job they can  
 Strive continuously to improve  
 Be professional and enthusiastic  
 Maintain customer focus

Give up  
 Demonstrate a 'can't-do' attitude  
 Accept mediocrity  
 Be unreliable  
 Pass the buck  
 Ignore feedback given by patients or colleagues

### Respect

Maintain confidentiality and privacy  
 Listen to others and accept differences  
 Be punctual  
 Respond courteously  
 Greet all people by saying hello, smiling and introducing themselves  
 Be culturally informed and sensitive  
 Respect diverse opinions

Be sarcastic  
 Bully, harass or display aggression  
 Be judgmental  
 Withhold information  
 Contribute to rumours  
 Leave an untidy workplace

### Integrity

Be open and honest  
 Lead by example  
 Be responsible and accountable for their own actions  
 Stand up and take action  
 Escalate issues or behaviors of concern

Be arrogant  
 Be dishonest  
 Be hypocritical  
 Avoid responsibility  
 Allow unacceptable behavior

### Fairness

Demonstrate consistency  
 Treat people equally  
 Be considerate and understanding  
 Be collaborative and collegial

Discriminate against others  
 Demonstrate favoritism and exclusion  
 Refuse to assist others with their workload