

POSITION DESCRIPTION

Position Title	Practice / Refugee Health Nurse - Shepparton
Reports to (Title)	General Manager, Cabrini Outreach
Executive Director	Executive Director Cabrini Outreach
Department	Cabrini Outreach
Position Location	Shepparton
Award/Agreement	Salary and conditions in accordance with Contract of Employment
Delegation of Authority Level	Not Applicable

Position Summary & Role Purpose

The Practice / Refugee Health Nurse will work with the Team Leader Primary Health Care and the General Manager Cabrini Outreach to establish a new primary health site, assist with development of associated policies and procedures, and build relationships with key staff at Primary Care Connect, a community health centre where the service is co-located. The Practice / Refugee Health Nurse is responsible for the assessment, care coordination and management of clients referred to the Cabrini Outreach Asylum Seeker Health Clinic (known as Clinic Sihat). This includes triaging new referrals; undertaking comprehensive clinical assessment; developing treatment and management plans and appropriate referral of the client to the general practitioner, allied health staff and/or specialist mental health services when required. The position is based in Shepparton and requires presence there two days per week. There will also be opportunities to engage with the Asylum Seeker Health team in Melbourne as well.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Contributes to the ongoing establishment of the clinic

Works with the General Manager, Team Leader, Medical Director and General Practitioners to:

- Contribute to the development of clinical policies, procedures, referral pathways and collaboration relevant to the practice and working at Primary Care Connect
- Establish standards for clinical nursing services including triage, health screening, assessment (including diagnostic services such as venepuncture, ECG, wound swabs, spirometry), care planning and treatment that reflect contemporary practice and evidence based nursing.
- Establish systems and processes for coordinating client services and clinical data management.
- Advise on and support the development of necessary relationships and agreements to access pathology and other diagnostic services.
- Advise on and support the development of necessary relationships and agreements with local hospitals, GP clinics and pharmacies to facilitate continuity of care for clients.
- Work closely with community health partner organisation to establish and develop a shared care model and clinical handover protocols to facilitate continuity of care for clients.
- Provide advice and assistance on the necessary clinical equipment and consumables for the establishment of new primary care site.

1.2 Operational responsibilities

- Reporting and day to day management of the clinic.
- Ensures good communication, effective relationships and teamwork with colleagues
- Effectively negotiates conflict resolution
- Mentor, support and assist colleagues in the management of people seeking asylum who have complex issues.

- Develops and builds upon partnerships and networks in Regional Victoria to develop the service.
- Communicates with, refers to and consults with other health professionals, service providers, and community and support services to facilitate the best client outcomes.
- Develops relationships and referral pathways with Primary Care Connect and as well as other existing services.

1.3 Clinical leadership and service provision

- Delivers primary health clinical care and treatment through an agreed scope of practice and the application of evidence based practice.
- Adheres to policies and procedures, applies nursing skills in a safe, compassionate and professional manner and uses evidence based practice to support decision making.
- Able to work independently when no general practitioners are present and assumes clinical responsibility and accountability for actions.
- Demonstrates competency across the scope of practice of the primary care nursing role (eg phlebotomy, venepuncture, clinical supplies management, client recall systems).
- Delivers services together with other clinic staff and broader Cabrini Outreach Asylum Seeker Health team members and the specialist mental health care team.
- Triage and prioritises referrals, manages GP appointments and refers out to other services when appropriate.
- Undertakes refugee health, psychosocial and risk assessments and develops care plans (including immunisation catch-up schedules).
- Provides comprehensive and flexible case management and care.
- Assists in the preparation of reports for medical and allied health professionals and other services as required.
- Advocates for clients and facilitates referrals and care co-ordination across settlement, health, welfare and other social services to ensure good outcomes for the client.
- Recognises that ethnicity, culture, gender, spiritual values, sexuality, age, disability and economic and social factors have an impact on an individual's responses to, and beliefs about, health and illness, and plans and modifies care appropriately.
- Provides person-centred care, working in partnership with the client, his/her family and other internal and external service providers caring for the client.
- Attends to the needs of the client and family for privacy and dignity, and maintains confidentiality.
- Provides advice and secondary consultation to external service providers as needed.
- Responds effectively to unexpected or rapidly changing situations and escalates issues as required

1.4 Quality and resource management

- Participates in clinical case review, clinical support and supervision reflecting current best-practice.
- Evaluates care and participates in research to improve client outcomes and experience.
- Manages resources responsibly, reviews, maintains, orders and controls clinical supplies, consumables and manages inventory.
- Conducts or organises all necessary clinical equipment checks and maintenance.
- Responds to the need for flexible rostering to maximise client care and meet service needs.

2 Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, clients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the

WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3 Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4 Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

The Practice / Refugee Health Nurse:

- Reports operationally to the General Manager, Cabrini Outreach, and on a day to day to Team Leader Primary Health Care
- Reports clinically to the Medical Director, Cabrini Outreach Asylum Seeker Health
- Maintains a close collaborative working relationship with the GPs, and provides clinical care under their instruction within the scope of practice.
- Collaborates closely with the 'Project Sihat' Psychosocial Support Caseworker/s and the Mental Health Clinician assigned to regional areas.

Committee Membership

The Practice / Refugee Health Nurse will participate in the following meetings:

- Staff meetings.
- Clinical review meetings.
- Supervision and de-briefing
- Other meetings as requested by the General Manager and/or Team Leader

Staff Development

The Practice / Refugee Health Nurse will demonstrate a commitment to lifelong learning and personal and professional development by:

- Participating in professional development programs.

- Maintaining own skills and knowledge.
- Displaying self-awareness and insight into their own and others behaviours.
- Participating in performance reviews in accordance with Cabrini policy.

Key Competencies

The Practice / Refugee Health Nurse must demonstrate the following requirements:

Professional Qualifications

- Current APHRA registration as a Registered Nurse.
- Nurse Immuniser (highly desirable).

Experience

- Significant clinical experience in a general practice or primary health environment.
- Previous experience working with asylum seekers and refugees highly desirable.

Knowledge/skills

- Understands the requirements of the *Nurses Act 1993 (Vic)* and the Australian Nursing and Midwifery Accreditation Council (ANMAC) Competencies
- Ability to work autonomously under limited supervision, exercising sound professional judgement and seeking advice and consultation when appropriate.
- Understands and considers the impacts of pre-migration, migration and post-migration factors on people seeking asylum when undertaking assessments and developing plans.
- Demonstrated ability to work with a multidisciplinary team and to be responsible for triaging, assessment, planning and case management.
- Clinical knowledge and skills in a range of interventions to respond to the trauma and complex health needs of clients and families in a primary care setting.
- Cross-cultural competencies including working with interpreters.
- Competent using information and communications technology and familiar with practice software.
- Excellent time management and organisational skills.
- Excellent interpersonal and communication skills.
- Understands and applies quality improvement, evaluation and clinical research methods to improve practice.

Personal Values

- Personal alignment with Cabrini's Mission and Values
- High degree of flexibility and adaptability
- Commitment to the plight of asylum seekers and refugees in Australia

Conditions of Employment

Individual Employment Contract with salary and conditions in accordance with the relevant Cabrini Health nursing agreement.

Cabrini Mission, Values and Behaviours that Matter

OUR MISSION

Who We Are

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

What We Believe

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

What We Do

We provide excellence in all of our services and work to identify and meet unmet need.

OUR VALUES

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our clients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our clients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini Outreach (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to "provide excellence in all of our services".

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put client/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to clients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, imclient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved:

Group Director People & Culture

Date

Authorised:

Chief of Mental Health and & Cabrini Outreach

Date