



Position Title	EEN Community Navigation and Clinical Services Team
Location	Yarrabah
Employment status	Full time
Position reports to	RN Team Leader Community Navigation and Clinical Services Team
Date of Approval	May 2021

About Gurriny Yealamucka (Gurriny)

Gurriny Yealamucka Health Service (Gurriny) is an incorporated Aboriginal community-controlled health organisation. The core business of Gurriny is to provide a culturally sensitive multi-purpose primary health care service and to implement the Yarrabah Health Strategic Plan through the Yarrabah Health Framework Agreement in partnership with Queensland Health, Yarrabah Aboriginal Shire Council & Commonwealth Department of Health & Ageing.

Further information about Gurriny can be obtained from the website at <https://www.gyhsac.org.au/>

Our Vision

As the Community Controlled Health Services will lead the advancement of equitable health outcomes for the people of Yarrabah.

Our Mission

Gurriny Yealamucka Health Services will “Close the Gap” through progressing quality health care services that are underpinned by gold standard governance business practices.

Our Values

- **Quality of Service** – valuing the responsibility of providing a quality holistic health service and will maintain a high standard of care across all levels of the organisation.
- **Leadership & Innovation** – strong Leadership ensuring the delivery of innovative holistic health solutions.
- **Commitment** – strives to provide commitment to all levels of the organisation’s business and in its capacity to support the Yarrabah Community.
- **Accountability** – enacting the principles of governance, self-determination and sovereignty guided by the Yarrabah community & stakeholders.

- **Teamwork & Partnerships** – as an essential component of successful service delivery and advocates for equitable productive partnerships.

About the program area/Team

The Community Navigation and Clinical Services Team provide clinical expertise and leadership in health service delivery that assists in the prevention, early detection and management of health problems for the community of Yarrabah. This holistic, ACCHO driven model works to improve access to services and outcomes by working closely with multidisciplinary teams both within GYHSAC and external stakeholders.

They do this by delivering:

- pre-consult screening
- direct and comprehensive nursing and treatment room care
- comprehensive recall system management
- individual case management to patients or clients within the practice or community setting
- discharge planning and coordination from external stakeholders

About the Position

The Enrolled Nurse (EN) works with the registered nurse (RN) as part of the health care team and demonstrates competence in the provision of person-centred care. Core practice generally requires the EN to work under the direct or indirect supervision of the RN. At all times, the EN retains responsibility for his/her actions and remains accountable in providing delegated nursing care. The need for the EN to have a named and accessible RN at all times and in all contexts of care for support and guidance is critical to patient safety.

The EN has a responsibility for ongoing self and professional development to maintain their knowledge base through life-long learning, and continue to demonstrate the types of core nursing activities that an EN would be expected to undertake on entry to practice.

ENs engage in analytical thinking; use information and/or evidence; and skilfully and empathetically communicate with all involved in the provision of care, including the person receiving care and their family and community, and health professional colleagues.

This position reports to the RN Team Leader Community Navigation and Clinical Services Team for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include

Team management and co-ordination

- Generate daily urgent recall lists from Communicare for follow-up of adults as required by the doctors (or other clients as requested by the doctor)
- Generate a weekly recall lists from Communicare for follow-up of adults as required by the doctors (or other clients as requested by the doctor)
- Assist with RHD outreach clinics
- Undertake palliative care if and as required
- Assist the Registered Nurse in facilitating and implementing a yearly Community Flu Vaccination drive in collaboration with all clinical staff

Undertake non-complex and complex care for clients with an identified priority need, as allocated

- Attend care and tasks associated with the Gurriny process

Use a systematic multiple approach to clinical decision-making

- Analyse the client's situation
- Ensure the situation is reviewed in a holistic manner to identify all relevant issues
- Pattern of client responses are identified
- Use a systematic approach to gather data regarding the client and their situation
- Well-developed assessment skills
- Ability to identify changes in the client
- Ensure interpretive skills are implemented to inform and make decisions
- Data from all sources is integrated
- Client actual/potential needs are anticipated

Implement and monitor the care of clients and their carers

- Organise own workload and that of associated health workers
- Priorities for care are based on the needs of the clients and allocated according to optimal intervention being achieved
- Workload is negotiated with colleagues
- Participate in integrated client care activities by liaising with internal program areas such as ITC, Care Coordination, Child, Maternal and Sexual Health and the general medical team
- Care is delivered according to an accurate comprehensive knowledge base according to the principles of Aboriginal Community Controlled Primary Health Care priorities
- Utilise acceptable principles for nursing intervention
- Clients responses and behaviours are monitored and reported
- Involve the client when developing and delivering care
- Consults with the client
- Recognise and utilise opportunities to meet client needs through planning activities
- Encourage independence of the client
- Educate clients and carers to maintain and promote health
- Recognise and utilise opportunities for client education
- Refer to and consult with doctors, nurses and Indigenous Health Workers to facilitate education of the client
- Evaluate progress towards expected outcomes and reviews care plans in consultation with an advanced practitioner
- Assess effectiveness of nursing care in achieving planned outcomes
- Determine further outcomes through intervention where appropriate
- Goals are amended in the care plan in consultation with a senior medical officer as required
- Act to promote safety of the client, carers and others

Develop appropriate therapeutic and caring relationships

- Establish, maintain and terminate appropriate interpersonal relationships with clients and their carer/s
- Ensure professional boundaries are maintained
- Ensure interactions are non-judgmental
- Ensure constructive ways of problem solving are explored and implemented with client and their carer/s
- Communication is effective and achieves defined goals
- Ensure the client and their carer/s receive and understand information relevant to health requirements

- Explanation, alternatives and consequences of proposed nursing care are provided
- Solicit feedback to identify level of understanding
- Act to enhance the dignity and integrity of clients and their carer/s
- Involve client and their carers as active participants
- Facilitate the fulfilment needs of the client from a holistic perspective

Collaborate with all the health care team to achieve client outcomes

- Work in conjunction with all the healthcare team
- Develop and maintain good working relationships with other nursing colleagues and health professionals
- Seek expert advice regarding a client's needs where necessary
- Participate in multi-disciplinary clinical decision making
 - The client's care needs are clearly articulated
 - Recommendations for client care are made

Act to enhance the professional development of self

- Identify areas of clinical interest
 - Actively pursues training opportunities in the area of clinical interest
 - Incorporate new skills into client care

Function in accordance with legislation and common law affecting nursing practice

- Maintains current knowledge and understanding of relevant legislation
 - Practice complies with current Occupational Health and Safety legislation
 - Practice complies with legislation designed to protect individuals and groups
 - Inappropriate interventions are challenged and alternatives proposed
- Client safety and wellbeing is maintained by consistent and independent attention to duty of care

Supervisory, Educative and Mentoring functions

Using culturally and community appropriate approaches and relevant primary health care standards and contemporary best practice; advise, supervise, coach, train and support Health Workers in the development of their:

- Knowledge, skill and confidence in relation to their clinical case management work.

This includes:

- assessing the complex clinical needs of clients, families and caregivers to identify clinical risk appropriate to the client group
- providing diverse and multiple clinical interventions commensurate with identified risks to maximise client health and positive health outcomes
- Engagement with the many forms of complexity and diversity inherent in culturally competent and safe practice in an Aboriginal Community Controlled environment
- Provide training and education as part of professional development strategy for Health Workers

Team Work

- Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and credibly to ensure their views are incorporated into health planning

particularly in the Yarrabah Community

- Demonstrated understanding and commitment to the principles of the Aboriginal community-controlled health sector in Yarrabah and the concept of comprehensive primary health care in an Aboriginal setting
- Personally, demonstrates through consistent behaviors. understanding of, respect for and compliance with the principles of Aboriginal community control
- Ensure compliance with occupational health & safety, equal employment opportunity and associated Gurriny policies
- Contribute and collaborate in a professional, positive and transparent manner in the planning and development of Gurriny
- Add value and knowledge to the successful integration of clinical and social support teams across Gurriny to ensure a holistic model of care
- Participate in approved development initiatives to maintain and extend knowledge and skill base required for effective performance
- Mentor and manage staff by providing coaching, regular feedback, and establishing goals through individual development plans
- Communicates effectively and openly in the workplace
- Complete tasks in a timely manner and meeting all deadlines

Quality Assurance

- Participate in all quality assurance processes including external and internal surveillance audits, document reviews and meetings etc
- Participate in ongoing and systematic quality improvement efforts and identify opportunities for improvements, and facilitate outcomes to bring about change
- Participate in AGPAL, ISO, LogicQC Training and education courses
- Ensures tasks identified in the Quality Management System (LogicQC) are completed within the required deadlines

External Relationships, Representation and Management

- Maintains relationships with other health service providers and may be asked to assist with negotiations for partnerships to improve primary health care delivery and address the determinants of health
- Represents Gurriny at meetings, conferences and workshops where required in consultation with the Senior Management Team
- Enhances the public image of Gurriny in the community

Professional conduct

- Undertake activities to develop and maintain own professional knowledge and skill and maintain awareness of current HR & WHS best practice clinical and risk management
- Practice in accordance with guidelines as outlined by legislation and Gurriny Policies and Procedures
- Practice in own capabilities and qualifications
- Maintain accurate and legally acceptable records, ensuring the security of documentation at all times
- Respect and maintain confidentiality
- Respect cultural diversity and traditional Aboriginal practices
- Support good governance decision-making through the provision of timely and accurate information

- Build a positive image of Gurriny Health Service by representing and promoting Gurriny and its initiatives externally, ensuring consistent messages are delivered in line with agreed strategies

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the Gurriny consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training
- participate in job rotation or multiskilling in consultation with their supervisor
- work across multiple sites will be required

Required Training, Licences, Registration and Additional Factors

- Current Driver's License
- First Aid Certificate or ability to obtain one
- Applicants must have a current Police check or be prepared to undertake one prior to commencement of employment
- Some work out of hours may be required from time to time
- You may be required to work in and /or support other organisational business/service functions as required
- Gurriny has a 6-month probation period for new employees

Communication and Team Participation

Participates in the development of a supportive environment with colleagues

- Establish positive relationships with colleagues
 - Ensure respect for colleagues is demonstrated
 - Assist others where appropriate
- Act as a positive role model
 - Always use an explanation for nursing decisions and ensure they are based on proven theoretical nursing concepts
 - Ensure client outcomes reflecting best practice are demonstrated

Location

Bukki Road and Workshop Street

Selection Criteria

1. Current Authority to Practice as a Registered Nurse with Australian Health Practitioners Regulation Agency (APHRA)
2. Ability to demonstrate the highest level of customer service and response
3. Excellent written and verbal communication skills and the ability to utilise a range of software applications
4. Demonstrated commitment to quality improvement and evidenced based practice
5. Excellent time management skills and ability to prioritise in a flexible and adaptable way
6. Demonstrated competence in delivering services that ensures clients receive the best care
7. Demonstrated proactive approach to problem solving with strong decision-making capability
8. Commitment to and willingness to participate in continuing training and education related to area of employment
9. Ability to work as part of an inter-disciplinary team

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.