

Position Description

Registered Nurse – Community

Employment type: Permanent Part-time/Casual (3-4 days a week negotiable)

Position reports to: General Manager, Community Care

Position classification: Nurses Award, Level 3 to 4, commensurate with qualification, skills and experience

Position location: RERC Head Office (Fitzroy)/ Working from home.

About the organisation

The Russian Ethnic Representative Council of Victoria (RERC/Russian Aged Care), a charity founded in 1984, is the leading community-services organisation representing the interests of Russian-speaking people living in Victoria. RERC provides a range of services funded by state and federal governments to support elderly people, people with disabilities and disadvantaged people with CALD background. Our current programs include the Home Care Packages Program (HCP), Commonwealth Home Support Program (CHSP), Aged Care Volunteer Visitors Scheme (ACVVS), brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

Position Purpose

The community nursing role will work closely with our HCP team of local case managers/ care advisors, direct care workers and external service delivery professionals to provide and facilitate safe, responsive clinical care for our clients living in their homes. You will work with clients and team members to evaluate and implement clinical support goals, provide and coordinate nursing services (including services delivered by external agencies), assess and train direct care workers on various complex care support activities. You will be responsible for staff refresher training and personal development activities with respect to relevant aspects of clinical services.

The community nursing role will be locally based and be an integral part of our local regional teams. The role will support staff to provide clinical and personal care to clients receiving services under HCP program including in-home services and center-based/ group services.

Community nursing duties may include, but are not limited to:

- In-home clinical assessments and reviews, including the initial assessment of personal care tasks and other activities of daily living to ensure tasks are suitable for delegation to direct care workers.
- Provide clinical advice and support to client and provide referrals to services where more specialised support/advice may be required.
- Work collaboratively with client and care management team to develop clinical support goals and care plans.
- Provide clinical advice and support to internal stakeholders e.g. care advisors (case managers) and direct care workers.
- Support direct care workers to undertake safe independent activities of daily living (ADL's) where conditions or care changes.

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- Review of client files to ensure follow up and positive outcomes for clients.

You will play an active role with the RERC team, participating in building organisational capability and capacity for best practice clinical services and a community based culture that fosters a spirit of the best way of life. This role requires a level of clinical knowledge and experience and the following skillset matrix outlines the minimum knowledge and skills required to perform the role safely and competently in working with complex clients.

Skill Knowledge Area	Skills and Knowledge
Service eligibility/ funding classifications/client assessment	• Knowledge of different community care funding programs (HCP/ CHSP/ HACC PYP) and understanding of transferrable non-nursing tasks (medication prompting, compression stockings, eye/ear drops/personal care assistance) and non-transferable tasks (catheter bag changes, hoist transfers) • Ability to record and document vital signs including knowledge of normal parameters
Documentation/ Communication	• Knowledge of documentation requirements and standards for clinical records on hard copy and on Procura, including valid medication orders, including phone orders. • Knowledge and understanding of ISBAR principles to improve communication of clinical information and ensure safe client outcomes.
Medication	• Understanding of the medication assessment process and dosage administration aids available in the community. • Understanding of initiating a new dosage administration aid. • Understanding of nurse administration from a dosage administration aid including documentation requirements. • Ability to administer sub-cutaneous/IM injections • Understanding of disposal of client's own medications process.
Wound Management	• Ability to determine type of wound (trauma, surgical, pressure, venous insufficiency). • Ability to undertake a lower leg vascular assessment. • Accurately identify wound infection. • Ability to perform accurate wound measurement and tracking. • Ability to attend drain tube bag and dressing changes. • Knowledge and ability to manage drainage tube and output measurement. • Knowledge of referral indications and process to wound consultant/GP or podiatrist.
Continence Management	• Perform a continence assessment to identify presentation and type of incontinence. • Able to accurately perform simple urine tests – dipstick/MSU. • Knowledge of non-invasive continence aids (condom drainage/ continence pads). • Understanding and ability to care for range of catheter types s – indwelling, suprapubic, intermittent. • Understanding and ability to care for clients with stomas and their appliances.

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Diabetes Management	• Understanding the different types of diabetes and health complications associated with each. • Able to recognise signs and symptoms of hypo/ hyperglycaemia. • Able to perform and interpret Blood glucose testing (BGL) and interpret HBa1c results. • Ability to assess and educate client self-monitoring of BGLS and document results. • Ability to assess and educate client self-administration of insulin and document results. • Knowledge of and ability to use insulin pens in community setting.
Palliative Care	• Knowledge of Palliative Care assessment and documentation requirements. • Understanding of needs and care phases of palliative care including shared care arrangements. • Awareness of family/care responsibilities, capabilities and willingness to administer care. • Understanding of escalation of care process for palliative care clients in and outside of business hours.
Infection Control	• Knowledge of infection control management • Ability to teach staff, clients and contractors safe infection control practices • Knowledge of Antimicrobial Stewardship
Policies and procedures	• Knowledge and management of client death in the home • Knowledge of process if unable to locate client on home visit • Management of clinical deterioration in community settings process

Position Specific Credentials, Qualifications, Experience and Skills

- Registered Nurse with current registration with the AHPRA.
- Qualification in nursing or other related field.
- 5+ years of nursing experience post RN registration.
- 12+ months experience working in home care or a passion to begin a career in home/community care if you have nursing experience in the wider health sector.
- Commitment for achieving contemporary best practice in the community care.
- Evidence of commitment to ongoing self-education and completion of annual mandatory training and CPD as per RN registration requirements.
- Driver's License and access to own comprehensively insured and reliable vehicle.
- Capacity and willingness to travel throughout Victoria (with a strong focus on Melbourne South Eastern suburbs) as required.
- Adaptable, empathetic, resourceful, respectful and imaginative.
- Excellent planning and time management skills, enabling rigorous prioritisation of activities and busy workload, to deliver competing work priorities and meet deadlines.
- Highly service orientated and resourceful, with ability to develop effective relationship and collaborate in order to meet service levels and provide excellence in client services.
- Demonstrated ability to support organisational change and staff training activities.
- Bilingual (fluent Russian is essential).
- Good computer skills, including Microsoft Word/ Excel and care management systems.
- A satisfactory Police Check record is required prior to commencement.
- Annual vaccination(s) completed as per RERC policies/ government mandates for home/ community care.
- Experience in working with CALD clients is desirable.

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Key Relationships

Internal:

Clients and their carers/ representatives
Direct Care Workers
Case managers/ care advisors
Other Home Care and Home Support staff

External:

External RNs/ ENs serving RERC clients Referral Agencies
General Practitioners
Health Providers
Allied Health Professionals

Key Responsibilities and Measures

Key Responsibilities	Measures and Outcomes to be achieved
<u>Client Care</u> • Provide and coordinate high quality clinical care/ nursing services to the clients as relating to person centred nursing treatments, interventions, wound dressings or other clinical procedures. • Ensure sound and competent clinical assessment and decision-making regarding undertaking clinical assessments and reviews. • Practice in accordance with the Nursing and Midwifery Board of Australia (NMBA) Professional Standards/ Codes, the Registered Nurse Standards for Practice, and relevant Aged Care and Quality Standards.	• Clinical and technical practice is current, contemporary and compliant to relevant standards. • Care and services delivered to RERC clients by external RNs/ ENs are monitored, remain relevant, compliant and of high quality, and documented/ reported by external agencies in an appropriate manner.
<u>Care assessment and planning while working in a multidisciplinary team</u> • In collaboration with local team members provide clinical input and advice in the development and ongoing assessment of clinical needs for clients. • Be the first point of contact for requests for care from care advisors/case managers, assess referred consumers in a timely manner. • Facilitate service coordination where possible to ensure broader health and wellbeing issues are supported, liaise with care advisors to commence or change consumer services as required. • Complete all recording and documentation to the point that care advisors can organise relevant services for clients. • Develop flexible clinical care plans in consultation with the client/carer and a care advisor, and within parameters of client budget. Evaluate effectiveness of care plans, review and modify as appropriate. • Co-case manage high risk clients as driven by complex clinical services requirements. • Use ISBAR as a communication tool for handover of care. • Support the training/development of our care workers with initiatives including but not limited to hand hygiene, infection management, dementia and personal care advice etc. • Support the coordination and provision of end-of-life comfort care for the client and family.	• Clinical assessments, referrals and reviews are undertaken in a timely manner and goals are measured and communicated. • Clinical assessments, client risks, client health conditions, personal support plans, clinical notes, referral information and relevant documents are kept in RERC care management system, updated in a timely manner and remain relevant and accurate at all times. • Assessment of ADLs includes the development of care plans for other staff to follow. • Staff understand their role in good clinical practice.

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<u>Person Centred Care</u> Working collaboratively within a multi-disciplinary team and with our clients and their family members to provide an environment that supports client's individual physical, emotional, social and psychological needs. ● Establish a meaningful relationship with clients, engage in communication with them and their families to develop a holistic understanding of their needs and lifestyle preferences. ● Promote and provide client choice where possible, within the scope or your role. ● Escalate any observations or concerns regarding the clients health, safety and well-being appropriately and in a timely manner.	● Person Centred Care and support is delivered within the scope of your role as a Registered Nurse in accordance with the client's care plan that supports the individual needs and lifestyle preferences. ● All information is recorded and documented within the required client file through the continual gathering and sharing of information through a variety of channels i.e. conversations with clients and family members, case conferencing, other staff; to develop and maintain a shared holistic approach to person centred care. ● Identify, escalate, record and follow-up any significant changes or concerns and develop/ contribute to a care plan that is clearly communicated and documented to all relevant staff. ● Identification, escalation, review and updating of assessments and care plans in collaboration with the relevant stakeholders' i.e. medical practitioners, physio, allied health, family members, other Home Care staff and communicate action and record outcomes.
<u>Customer Experience</u> ● Quality of life and experience of our customers is at the heart of everything we do. We are committed to the provision of excellent customer service to all of our clients and stakeholders. ● Respond to complaints arising in area in a positive, calm & supportive manner. Communicates complaints to senior staff in a timely way to ensure follow up. If unable to assist or resolve immediately, is confident in liaising with senior management to seek resolution for the complainant.	● Clients are treated with respect and dignity ● Clients are receiving person centred and goal directed care in accordance with care plans ● Client service satisfaction surveys are within agreed targets. ● Compliments to complaints ratios are within agreed level ● Issues/ complaints are resolved in a timely manner.
<u>Health and Safety</u> ● Ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students. ● Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace ● Integrate and review OHS performance in staff Performance Development plans. ● Ensure all direct reports are held accountable for safety performance and actions. ● Fit for the physical and mental demands of your role, take reasonable care for your own safety, the safety of your employees, colleagues, clients and contractors.	● Remain current in principles of infection control, to practice standard infection control precautions and any special organisational requirements to ensure compliance with relevant regulations. ● Adhere to RERC OHS policies, protocols and safe work procedures. ● Ensure all hazards, incidents and injuries are reported in RERC incident management system within the required timeframe. ● Ensure all relevant hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes. ● Mandatory training completed at agreed frequency. ● All relevant employees and contractors are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised.

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<u>Quality, Compliance & Risk Management</u> ● Lead/ contribute to relevant areas of continuous improvement, maintain an understanding of the Aged Care Quality Standards for accreditation purposes, seek opportunities for continuous improvement; ● Participate in internal audits, customer satisfaction surveys and other quality improvement activities and initiatives. ● Participate in external quality audits for accreditation purposes. ● Proactively facilitate implementation of new and amended operational policy and practice standards through effective communication, coaching and education. ● Ensure high impact – high prevalence clinical risks are identified and managed, ensuring that customer choice is considered and they are informed and supported in choice and decisions. ● Drive and lead the implementation of the Clinical Governance Framework comprising of: Risk Management, Quality Assurance, Training and Development, Consumer Participation, and Clinical Practice; participate in the Clinical Governance Committee meetings.	● Audits and accreditation requirements with respect to clinical services and other relevant operational aspects are met. ● Compliance with all professional and legal obligations is achieved. ● Policies and practice standards are reviewed, updated and implemented. ● You and your direct reports participate in audits as required. ● All quality and compliance related KPIs and targets for you and your team are met. ● Care services provided by yourself and your team are monitored to ensure the services provided are designed and delivered to minimise risk to clients and organisation. ● Guidance and support is provided to staff with respect to preparation for audits and accreditation. ● Regular quality and data reports are provided to RERC management regarding clinical care, client risks and risk concerns for clients and organisation.
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Other Duties & Requirements of the Position

Other Duties	● Attend and participate in staff meetings & mandatory staff training as required or directed by the RERC management. ● Other reasonable duties as requested from time to time, completed effectively and within given time frames.
Requirements	● Capacity and willingness to work within the ethos of the RERC. ● Dignity, Privacy and Confidentiality: ensure that the personal dignity and privacy of all clients, their representatives and other staff are maintained, and that all interactions with clients and their representatives are treated confidentially. ● Professional boundaries are to be adhered to at all times. ● Work in accordance with the RERC Code of Conduct, workplace policies and guidelines. ● Responsible for checking their electronic correspondence including but not limited to email and other relevant systems to ensure they are up to date with any changes..

Employee Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Priorities.

Employee Signature:

Print Name:

Date:

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