

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Triage Midwife – Registered Midwife
Business Unit/Division:	Maternity Assessment Centre - Women's and Children's Division
Award Agreement:	Nurses and Midwives (Victorian Public Sector) Enterprise Agreement (2024 – 2028)
Classification:	Registered Midwife/Nurse Grade 2 – Year 3 to Year 8 (YS3 – YS8)
Employment Type:	Part Time – Ongoing
Reports to:	Midwifery Unit Manager and Associate Midwifery Unit Manager
Date Prepared/Updated:	November 2025

ROLE STATEMENT

General Role Statement:

This role will support the Maternity Assessment Centre team to provide triage services to pregnant women with obstetric related complications who contact Maternity Assessment Centre (MAC) for advice and plan of care as well as providing high quality evidence-based clinical care to patients presenting to MAC. The Registered Midwife will be accountable for the delivery of quality patient care and outcomes in a manner consistent with the professional code of conduct, legal requirements and organisational policies and procedures, within a framework of continuous quality improvement, and economic resource utilisation. The Midwife will work within scope of practice guidelines.

This position is responsible for:

- Assessing and establishing the level of care according to the women's concerns
- Provision of accurate, timely and appropriate advice to women who present or contact MAC
- Facilitate patient flow within the unit
- Providing high quality evidence-based clinical care for women in MAC

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.

- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

In accordance with the Nursing and Midwifery Board of Australia approached Standards for Practice for the Registered Nurse 2016, position accountabilities for a Registered Nurse are described below. Comprehensive details of the Standards are available at <https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Professional-standards/registered-nurse-standards-for-practice.aspx>

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Registered Midwife

- Promotes health and wellbeing through evidence-based midwifery practice
- Engages in professional relationships and respectful partnerships
- Demonstrates the capability and accountability for midwifery practice
- Undertakes comprehensive assessments
- Develops a plan for midwifery practice
- Provides safety and quality in midwifery practice
- Evaluates outcomes to improve midwifery practice

Leadership:

- Act as a resource person / mentor to all midwifery staff rotating within the unit, including New Graduate RN's / RM's, and student midwives/nurses.
- Implement patient teaching on a planned and informal basis.
- Participate in succession planning and personal professional development
- Ensure efficient utilisation of available resources.

Strategic and Project Management Leadership:

- Is able to articulate own contributions to the organisations policies and services
- Actively seeks clarifications on role expectations if unclear
- Proactively seeks feedback to identify areas for development, striving to contribute effectively
- Is an active member of the team speaking up at opportunities to engage
- Actively listens to ensure understanding, asking appropriate and respectful questions when required
- Works effectively as part of a team and not in isolation, including promoting and leading by example in strategies such as team or buddy nursing

Organisation-Wide Contribution:

- In conjunction with the NUM or MUM, participates in, develop and \ or implement patient flow initiatives within the Unit and\or Division
- In consultation with the MUM and AMUM, assists in the management of bed and staff

- allocation in a financially responsible manner
- Identify and report factors causing a delay in patient admission or discharge
- Participate in quality improvement activities on the unit and throughout the organisation
- Delivers quality, patient centred midwifery care, in accordance with hospital policies and procedures
- Prioritised individualised midwifery care to meet patient needs
- Function effectively as a member of the healthcare team
- Act as a clinical role model by providing the highest standard of direct patient care and service
- Demonstrate knowledge and understanding of current trends and their implications for midwifery practice
- Accurately documents patient care in accordance with hospital policies and procedures.
- Notifies Midwife in Charge when a patient's condition changes
- Actively participate in team meetings and/or case conferences to ensure discharge plans are facilitated in consultation with patients and carers
- Involves the individual / family as active participants in the process of care and discharge planning activities on an ongoing basis
- Demonstrates sensitivity to the needs of individuals and groups
- Acts as a patient advocate ensuring the rights of individuals/groups are maintained
- Adheres to all aspects of confidentiality in regards to patients, staff and personnel
- Actively seeks advice concerning midwifery care activities that are unfamiliar or new

Diversity and Inclusion

- Commit to the principles of Person-Centred Care and to embedding these principles in all elements of service provision
- Exhibit customer service behaviours in all interactions with internal and external customers
- Work with consumers to improve the safety and quality of services
- Support achievement of Northern Health's Cultural Responsiveness Plan
- Promote a physical and psychosocial environment which promotes the safety and wellness of staff

Innovation and Culture Change

- Ensure patient record management meets legal, professional and organisational standards
- Ensure patient incidents are recorded on Riskman
- Utilise patient and carer feedback to inform the delivery of patient-centred care. Promote a physical and psychosocial environment which promotes the safety and wellness of staff
- Promote a unit culture of optimism, innovation, encouragement, learning and creativity

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Current Registration as Registered Midwife and/or Registered Midwife and Nurse
- Must possess excellent communication skills, written and verbal
- Must be able to demonstrate sound clinical assessments and analysis, and implement indicated treatments
- Must be computer literate, able to access and utilise all Northern Health IT systems which are relevant to completion of duties
- Current National Police and Working with Children History Check
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis and being fully vaccinated against Covid-19.

New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

- Competent in advanced midwifery skills including IV Cannulation and speculum examination
- Holds a level 3 FSEP certificate

Experience:

- Two – four years' experience as a Registered Nurse or Midwife in a similar role

Knowledge, Skills and Behaviours:**Safety**

- Follows legislation, policies, guidelines and codes of conduct applicable to the role
- Actively demonstrates and promotes the Northern Health Values of Kind and Together
- Is aware of own response to pressure, conflict or change, seeking support when needed
- Escalates all clinical, patients' staff and environmental concerns in a timely and safe manner
- Applies sector knowledge in the context risk mitigation within own position
- Up to date annual mandatory training.

Operational Efficiency

- Ensures that patient, consumers and staff needs are met to agreed standards and timelines
- Responds promptly to request, queries and complaints

Patient Experience

- Follows Northern Health's Occupational Health and Safety Framework at all times
- Acknowledges and respects diverse cultures, backgrounds, experiences, perspectives values and beliefs
- Recognises the importance of patient experience and is passionate about providing outstanding care
- Identifies and responds quickly to patient needs
- Response with empathy, honesty and professionalism to difficult or sensitive conversations

Leadership, Culture & Team Work

- Is able to articulate own contributions to the organisations policies and services
- Actively seeks clarifications on role expectations if unclear
- Proactively seeks feedback to identify areas for development, striving to contribute effectively
- Is an active member of the team speaking up at opportunities to engage
- Actively listens to ensure understanding, asking appropriate and respectful questions when required
- Works effectively as part of a team and not in isolation, including promoting and leading by example in strategies such as team or buddy nursing

Clinical Excellence

- Monitors own day to day performance against operational targets and strategic contributions
- Shows initiative and proactively steps in to do what is required to achieve goals
- Participates in clinical auditing and maintenance of clinical standards

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date:

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