

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, Working with Children History or NDIS Worker Screening 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.
- All *Responsible Person* under the *Aged Care Act 2024* or *Key Personnel* under the *2013 NDIS Act*, must complete an annual Suitability Assessment, notify MyKPRP@nh.org.au within 5 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations

POSITION DESCRIPTION

Position Title:	Registered Nurse
Business Unit/Division:	As per contract
Award Agreement:	Nurses and Midwives (Victorian Public Sector) Enterprise Agreement (Relevant Years)
Classification:	Grade 2 – Year 2 to Year 4 (YP3 - YP5)
Employment Type:	As per contract
Reports to:	Nurse Unit Manager and Associate Nurse Unit Manager
Date Prepared/Updated:	

ROLE STATEMENT

The Registered Nurse 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 Grade 2 Registered Nurse will work within scope of practice guidelines.

This position is responsible for:

- All Nursing care will be attended in accordance with the agreed Nursing Care Plan to address all residents' needs and all documentation will be in line the facilities policies and guidelines
- Ensure safety in all aspects of practice with a proactive approach, including accurate recording of all incidents occurring on shift
- Actively participate in Quality Audits to ensure compliance with ACQS standards
- Actively participate in the orientation & mentorship of new staff to ensure safe practice and high-quality outcomes for residents.

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>

Registered Nurse

- Thinks critically and analyses nursing practice
- Engages in therapeutic and professional relationships
- Maintains the capability for practice
- Comprehensively conducts assessments
- Develops a plan for nursing practice
- Provides safe, appropriate and responsive quality nursing practice
- Evaluates outcomes to inform nursing practice

Consolidation of Practice

- Working towards identifying specific speciality skill which will define career progression
- Seeks out mentorship or preceptorship opportunities
- Participates in professional development designed to further develop nursing knowledge, skills in the delivery of patient care
- Assist with informal and formal education sessions within the ward
- Practice development progressing from Advanced Beginner through to Competent

Advanced Beginner

- Demonstrates acceptable clinical performance in line with NH procedure
- Clinical experience to date is assisting in improving experiential learning
- Appropriate clinical actions are beginning to be formulated through clinical expertise

Competent

- Possesses two to four years of clinical experience
- Able to gain perspective from planning own actions based both abstract and analytical thinking which helps to achieve greater efficiency and organisation of clinical activities
- Considering and \ or applies for STEP program
- Commences consideration of specialty practice consolidation

Leadership

- Act as a resource person / mentor to all nursing staff rotating within the unit, including New Graduate RN's / EN's and student nurses
- Implement patient teaching on a planned and informal basis
- Participate in succession planning and personal professional development – act up into Nurse in Charge of shift role
- Ensure efficient utilisation of available resources

- Delegate to other nursing staff according to the individual level of experience / skill and the patient's needs as directed

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, participates in, develop and \ or implement patient flow initiatives within the Unit and\or Division
- In consultation with the NUM and ANUM, 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 ward and throughout the organisation
- Delivers quality, patient centred nursing care, in accordance with hospital policies and procedures
- Prioritised individualised nursing 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 nursing practice
- Accurately documents patient care in accordance with hospital policies and procedures
- Notifies Nurse 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 nursing 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

Essential

- Current Registration as Registered Nurse, Division 1, with AHPRA
- Must possess excellent communication skills, written and verbal
- Must be able to demonstrate sound clinical assessments and analysis, and implement indicated treatments
- Must be able to work a rotating roster, including day, evening and night duty shifts
- Must be computer literate, able to access and utilise all Northern Health IT systems which are relevant to completion of duties

Experience

- Recent experience in Aged Care or a passion for Aged Care with a willingness to learn

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 manners
- Applies sector knowledge in the context risk mitigation within own position
- Commitment to and understanding of Aged Care Quality Standards
- Knowledge of the new Aged Care Act 2024
- Compliant with Aged Care Code of Conduct
- Promotion of safety in all aspects of operation with a proactive approach
- Knowledge and understanding of the Serious Incident Response Scheme and reporting requirements
- Knowledge of AN-ACC assessment requirements

Operational Efficiency

- Ensures that patient, consumers and staff needs are met to agreed standards and timelines
- Responds promptly to request, queries and complaints
- Ability to manage workload with competing priorities and efficient time management practices

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
- Ability to build relationships with residents and their families to ensure the provision of quality care and outcomes

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
- Adaptable to change

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
- Developed clinical skills

Employee Declaration

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

Signature:

Date:



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Essential:

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- All *Responsible Person* under the *Aged Care Act 2024* or *Key Personnel* under the *2013 NDIS Act*, must complete an annual Suitability Assessment, notify MyKPRP@nh.org.au within 5 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations

POSITION DESCRIPTION

Position Title:	Registered Nurse
Business Unit/Division:	As per contract
Award Agreement:	Nurses and Midwives (Victorian Public Sector) Enterprise Agreement (Relevant Years)
Classification:	Grade 2 – Year 5 to Year 6 (YP6 – YP7)
Employment Type:	As per contract
Reports to:	Nurse Unit Manager and Associate Nurse Unit Manager
Date Prepared/Updated:	

ROLE STATEMENT

The Registered Nurse 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 Grade 2 Registered Nurse will work within scope of practice guidelines.

This position is responsible for:

- All Nursing care will be attended in accordance with the agreed Nursing Care Plan to address all residents' needs and all documentation will be in line the facilities policies and guidelines
- Ensure safety in all aspects of practice with a proactive approach, including accurate recording of all incidents occurring on shift
- Actively participate in Quality Audits to ensure compliance with ACQS standards
- Actively participate in the orientation & mentorship of new staff to ensure safe practice and high-quality outcomes for residents.

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>

Registered Nurse

- Thinks critically and analyses nursing practice
- Engages in therapeutic and professional relationships
- Maintains the capability for practice
- Comprehensively conducts assessments
- Develops a plan for nursing practice
- Provides safe, appropriate and responsive quality nursing practice
- Evaluates outcomes to inform nursing practice

Consolidation of Practice

- In-Charge capability including:
 - Working towards leading a shift independently inclusive of managing unit based patient flow, staff coordination and ensuring patient safety principles such as Patient Safety Rounding and monitoring are in place at all times
 - Assists is effective Roster Management including management of vacancies such as unplanned leave when acting as Nurse in Charge
 - Able to engage with patients\consumers to effectively manage complaints or areas of concern as they arise
- Identify opportunities to participate in succession planning and professional development opportunities – i.e. Acting ANUM, CSN or CNS
- Practice development progressing from the level of Competent to Proficient
 - Perceives and understands situations as whole parts
 - More holistic understanding will demonstrate improvement in decision making
- Through experience, is able to predict what to expect in certain situations and how to modify plans accordingly
- Compiling portfolio of evidence and working towards attaining Clinical Nurse Specialist Status

Leadership

- Act as a resource person / mentor to all nursing staff rotating within the unit, including New Graduate RN's, EN's and student nurses
- Implement patient teaching on a planned and informal basis
- Actively seeks opportunities to participate in succession planning and personal professional development – act up into ANUM or regularly acts as Nurse in Charge
- Ensure efficient utilisation of available resources
- Delegate to other nursing staff according to the individual level of experience / skill and the patient's needs as directed

Strategic and Project Management Leadership

- Shares information across teams and units to enable informed decision making
- Maintains positive body language and facial expressions, particularly when frustrated
- Develops work plans that consider capability, strength and opportunities for development
- Welcomes feedback and handles challenging questions constructively
- 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 develop and implement patient flow initiatives within the Unit and/or Division
- In consultation with the NUM and ANUM manage bed and staff allocation in a financially responsible manner
- Participate in key access and flow meetings as required
- Identify and report factors causing a delay in patient admission or discharge
- Participate in quality improvement activities on the ward and throughout the organisation
- Delivers quality, patient centred nursing care, in accordance with hospital policies and procedures
- Prioritised individualised nursing 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 nursing practice
- Accurately documents patient care in accordance with hospital policies and procedures
- Notify Nurse 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
- Determine who the Medical Treatment Decision Maker (MTDM) is and recognise advance care planning documents and how to apply these
- 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 nursing 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

Essential

- Current Registration as Registered Nurse, Division 1, with AHPRA
- Must possess excellent communication skills, written and verbal
- Must be able to demonstrate sound clinical assessments and analysis, and implement indicated treatments
- Must be able to work a rotating roster, including day, evening and night duty shifts
- Must be computer literate, able to access and utilise all Northern Health IT systems which are relevant to completion of duties

Experience

- Recent experience in Aged Care or a passion for Aged Care with a willingness to learn

Knowledge, Skills and Behaviours

Safety

- Demonstrates an awareness of strengths, development needs and the impact of own behavior on others
- Follows legislation policies, guidelines and codes of conduct applicable to the role
- Role models behaviours that are conducive to a (physically and mentally) safe workplace
- Regularly reflects on own behaviour and feedback from colleagues and stakeholders
- Commitment to and understanding of Aged Care Quality Standards
- Knowledge of the new Aged Care Act 2024
- Compliant with Aged Care Code of Conduct
- Promotion of safety in all aspects of operation with a proactive approach
- Knowledge and understanding of the Serious Incident Response Scheme and reporting requirements
- Knowledge of AN-ACC assessment requirements

Operational Efficiency

- Uses own and other expertise to achieve outcomes, and takes responsibility for delivering intended outcomes
- Responds promptly to request, queries and complaints
- Takes the initiative to progress own work
- Makes effective use of records, information and knowledge management functions and systems
- Ability to manage workload with competing priorities and efficient time management practices

Patient Experience

- Reports and acknowledges incidents openly, without fear of blame
- Follows Northern Health's Occupational Health and Safety Framework at all times
- Takes responsibility for own actions and reports any health and safety matters immediately
- Collaborates with other departments to ensure inclusive practices are consistently delivered and reflective of our community's diverse needs
- Ability to build relationships with residents and their families to ensure the provision of quality care and outcomes

Leadership, culture and teamwork

- Shares information across teams and units to enable informed decision making
- Maintains positive body language and facial expressions, particularly when frustrated
- Develops work plans that consider capability, strength and opportunities for development
- Welcomes feedback and handles challenging questions constructively
- 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
- Adaptable to change

Clinical Excellence

- Identifies and supports the implantation of systems improvement initiatives, and the introduction and roll-out of new technologies
- Seeks feedback and improvement opportunities from a diverse range of key stakeholders
- Utilises knowledge and analysis of industry trends and data to formulate and achieve business plans
- Demonstrates foresights and provides innovative solutions to problems
- Developed clinical skills

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- 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, Working with Children History or NDIS Worker Screening 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.

- All *Responsible Person* under the *Aged Care Act 2024* or *Key Personnel* under the *2013 NDIS Act*, must complete an annual Suitability Assessment, notify MyKPRP@nh.org.au within 5 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations

POSITION DESCRIPTION

Position Title:	Registered Nurse
Business Unit/Division:	As per contract
Award Agreement:	Nurses and Midwives (Victorian Public Sector) Enterprise Agreement (Relevant Years)
Classification:	Grade 2 – Year 7 to Year 8 (YP8 – YP9)
Employment Type:	As per contract
Reports to:	Nurse Unit Manager and Associate Nurse Unit Manager
Date Prepared/Updated:	October 2024

ROLE STATEMENT

The Registered Nurse 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 Grade 2 Registered Nurse will work within scope of practice guidelines.

This position is responsible for:

- All Nursing care will be attended in accordance with the agreed Nursing Care Plan to address all residents' needs and all documentation will be in line the facilities policies and guidelines
- Ensure safety in all aspects of practice with a proactive approach, including accurate recording of all incidents occurring on shift
- Actively participate in Quality Audits to ensure compliance with ACQS standards
- Actively participate in the orientation & mentorship of new staff to ensure safe practice and high-quality outcomes for residents.

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>

Registered Nurse

- Thinks critically and analyses nursing practice
- Engages in therapeutic and professional relationships
- Maintains the capability for practice
- Comprehensively conducts assessments
- Develops a plan for nursing practice
- Provides safe, appropriate and responsive quality nursing practice
- Evaluates outcomes to inform nursing practice

Consolidation of Practice

- In-Charge capability including:
 - Leading a shift independently inclusive of managing unit based patient flow, staff coordination and ensuring patient safety principles such as Patient Safety Rounding and monitoring are in place at all times
 - Effective Roster Management including management of vacancies such as unplanned leave
 - Able to engage with patients\consumers to effectively manage complaints or areas of concern as they arise
- Identify opportunities to participate in succession planning and professional development opportunities – i.e. Acting ANUM, CSN or CNE
- Practice development progressing from the level of Competent to Proficient
 - Perceives and understands situations as whole parts
 - More holistic understanding will demonstrate improvement in decision making
 - Through experience, is able to predict what to expect in certain situations and how to modify plans accordingly
- Compiling portfolio of evidence and working towards attaining Clinical Nurse Specialist Status

Leadership

- Act as a resource person / mentor to all nursing staff rotating within the unit, including New Graduate RN's, EN's and student nurses
- Implement patient teaching on a planned and informal basis
- Actively seeks opportunities to participate in succession planning and personal professional development – act up into ANUM or regularly works as Nurse in Charge
- Ensure efficient utilisation of available resources
- Delegate to other nursing staff according to the individual level of experience / skill and the patient's needs as directed

Strategic and Project Management Leadership

- Chooses the most appropriate influencing techniques for a given situation
- Welcomes feedback and handles challenging questions constructively
- Maintains positive body language and facial expressions, particularly when frustrated
- Takes ownership of, expected behaviors and role outputs, delivering to these accordingly

- 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, develop and implement patient flow initiatives within the Unit and/or Division
- In consultation with the NUM and ANUM manage bed and staff allocation in a financially responsible manner
- Participate in key access and flow meetings as required
- Identify and report factors causing a delay in patient admission or discharge
- Participate in quality improvement activities on the ward and throughout the organisation
- Delivers quality, patient centred nursing care, in accordance with hospital policies and procedures
- Prioritised individualised nursing 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 nursing practice
- Accurately documents patient care in accordance with hospital policies and procedures
- Notify Nurse 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 nursing 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

Essential

- Current Registration as Registered Nurse, Division 1, with AHPRA
- Must possess excellent communication skills, written and verbal
- Must be able to demonstrate sound clinical assessments and analysis, and implement indicated treatments
- Must be able to work a rotating roster, including day, evening and night duty shifts
- Must be computer literate, able to access and utilise all Northern Health IT systems which are

relevant to completion of duties

Experience

- Recent experience in Aged Care or a passion for Aged Care with a willingness to learn

Knowledge, Skills and Behaviours

Safety

- Assist others to seek support when required, escalating when appropriate
- Role models behaviors that are conducive to a (physically and mentally) safe workplace
- Identifies and responds to clinical risks by following relevant escalation processes
- Regularly reflects on own behaviour and feedback from colleagues and stakeholders
- Commitment to and understanding of Aged Care Quality Standards
- Knowledge of the new Aged Care Act 2024
- Compliant with Aged Care Code of Conduct
- Promotion of safety in all aspects of operation with a proactive approach
- Knowledge and understanding of the Serious Incident Response Scheme and reporting requirements
- Knowledge of AN-ACC assessment requirements

Operational Efficiency

- Contributes to developing project documentation and resource estimates
- Ensures that patient, consumers and staff needs are met to agreed standards and timelines
- Contributes to allocating responsibility and resources to ensure that team or unit achieves goals
- Ability to manage workload with competing priorities and efficient time management practices

Patient Experience

- Takes responsibility for own actions and reports any health and safety matters immediately
- Able to articulate safety priorities, ensure targets and goals are met for minimizing harm and improvement
- Works with others across the organisations to achieve shared quality and safety goals
- Is an advocate for Equity, Diversity and inclusion based goals, identifying ways to operationalise these into every day practice
- Displays respect, courtesy and fairness when interacting with all patients
- Ability to build relationships with residents and their families to ensure the provision of quality care and outcomes

Leadership, Culture and Teamwork

- Chooses the most appropriate influencing techniques for a given situation
- Welcomes feedback and handles challenging questions constructively
- Maintains positive body language and facial expressions, particularly when frustrated
- Takes ownership of, expected behaviors and role outputs, delivering to these accordingly
- 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
- Adaptable to change

Clinical Excellence

- Engages in process improvement activities and adopts new ideas, approaches and changes to work place practices
- Generates new ideas and shares those ideas with colleagues
- Considers the bigger pictures in order to foresee future opportunities
- Ensure that team member base their decisions on a sound understanding of business and risk management principles, applied in a public sector context.
- Shows initiative and proactively steps into do what is required to achieve goals.
- Developed clinical skills

Employee Declaration

I

(Please print name)

have read, understood and accept the above Position Description.

Signature:

Date:

