

Position title	Clinical Nurse Coordinator
Reports to	Manager, Medical Services
Award agreement	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Classification	CN6

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	Courage • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities Empathy • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully Integrity • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust Achievement • We are outcomes-focused • We are adaptable and always learning • We continuously improve • We are creative and resourceful

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the Medical Services team

The Medical Services team provides bulk billed, high quality and confidential care to all members of the community. The team sits within Primary Care. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Position Purpose

The Clinical Nurse Coordinator has direct line management responsibilities for the medical services nursing team. In addition, and in accordance with the Clinical Nurse Coordinator's qualifications and scope of clinical practice; the Clinical Nurse Coordinator will provide clinical nursing services to clients; and professional supervision and clinical leadership to the team.

The position ensures the standard of client care is maintained at the highest possible level commensurate with Your Community Health policy and available resources, encouraging positive attitudes towards general health and wellbeing.

The position will have oversight of the daily clinic operations and will contribute to the development and implementation of service development systems and strategic initiatives relevant to Medical Services.

Operational and Clinical management of Nursing Team and clinical care portfolios related to medical services, including but not limited to: Infection prevention & control and Medication Safety and Cold Chain management.

Position responsibilities

Clinical

- Provide clinical nursing services in accordance with professional qualifications, registration, and defined scope of practice, where the clinical component of the role will equate to a minimum of 2 days per week on average.
- Provide line management for Nursing workforce
- Provide Professional Supervision of Nurses in accordance with scope of practice, including the facilitation of training, peer review and professional development.
- Provide oversight of the Day-to-day clinic operations including rostering, staff leave and management of appointments in collaboration with the Manager Medical Services.
- Provide clinical leadership and operational oversight of the General Practice Respiratory Clinic

and/or other strategic initiatives, including the functions of planning, set-up and delivery of services.

- Provide leadership and oversight of infection prevention and control, medication safety and cold chain management relevant to Medical Services and strategic initiatives.
- Maintain and support medical record keeping in accordance with legislative requirements, policy and procedure, including receipt and follow-up of incoming and going referrals, correspondence and results.
- Assist with triage, data management, diagnostic services, networking with other providers, planning and management of patient care and advocacy.
- Conduct preventative screening procedures, assist with patient education and community health promotion activities.
- Provide support the Manager Medical Services to achieve compliance with budgets, funding, targets, quality and safety, and other reporting requirements for Medical Services.
- Respond to client feedback, including but not limited to engaging with key stakeholders and clinical staff to ensure timely and desired outcomes are achieved.
- Undertake, as required, a range of tasks or responsibilities consistent with the role of a Coordinator or that contribute to the achievement of strategic priorities, operational demands or the mitigation of risk.

Quality Management

- Ensure medical services are provided in accordance with legislation, standards and policy.
- Ensure services are delivered in accordance with relevant infection prevention and control, medication safety and cold chain practices, participating in relevant audits and improvements.
- Participate in planning and evaluation of unit services and program.
- Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes within Your Community Health.
- Relevant to other medical services and other high-risk environments including The General Practice Respiratory Clinic and associated outreach initiatives, support YourCH staff to deliver services in line with appropriate infection prevention and control guidelines.

Professionalism

- Work to the Your Community Health code of conduct and open disclosure, and appropriate level of clinical competence at all times.
- Ensure compliance with QI and CPD requirements appropriate to the position.
- Maintain awareness and current evidence and research on clinical practice and within COVID work, and inform/educate other clinical staff.
- Alter or modify systems and procedures to ensure compliance after discussion with Management.
- Collaborate and liaise with internal and external stakeholders; to ensure the provision of appropriate Health Promotion services and messages to the community, clients and at-risk groups.

Service Development

- Support the Manager Medical Services in the development and implementation of service development systems and initiatives relevant to Medical Services.
- Collaborate and liaise effectively with other Your Community Health managers, coordinators and staff; as required.
- Collaborate and Liaise effectively with key external stakeholders, including but not limited to regional networks and the North Western Melbourne Primary Health Network; as required.

Partnerships

- Where appropriate provide leadership and support to other members of the medical services team.

- Where appropriate liaise with key partners and agencies, representing the Medical Services Program.

Organisational Sustainability

- Maintain all data collection necessary to report on the nursing role to internal and external stakeholders.
- Participate in relevant team meetings and staff development activities.
- Perform other related duties as required.

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications

- Tertiary qualification eligible for registration as a Registered Nurse (Div 1) with AHPRA
- Current Registration with AHPRA as a Registered Nurse (Div 1).
- Post graduate qualifications or relevant experience in management, leadership, or public health

Skills and competencies

- Well-developed clinical skills and demonstrated ability to respond to changing clinical needs, including previous clinical leadership experience.
- Well-developed clinical and operational leadership skills supported by relevant experience.
- Well-developed clinical assessment skills and care of the deteriorating patient.
- (Highly Desirable) Experience in respiratory medicine, such as respiratory inpatient/outpatient care, Pulmonary rehab, emergency department, chronic disease management services.
- Experience in caring for patients with COVID -19 or willingness to learn.
- Knowledge of all aspects of COVID -19 or willingness to learn.
- Project Management Experience
- Experience working with multi-disciplinary teams.
- Excellent negotiation skills and a can-do attitude.
- Willingness to work flexibly and responsibly in a dynamic, changing environment.
- Proven skills in a fast past team environment
- Strong verbal and written communication
- Demonstrated reliability and productivity in a challenging role
- Understanding client needs and providing excellent patient care and service.
- Experience working with vulnerable and diverse communities.
- Demonstrated knowledge and experience working in a community setting.
- Excellent interpersonal and communication skills including problem solving.
- Ability to prioritize, organise and lead calmly through clinical emergencies and uncertainty.
- Ability to show initiative, independent thinking and develop systems that increase efficiency and effectiveness of operations.
- Demonstrated experience in working with a range of communities including clients from refugee backgrounds within a community setting.
- Demonstrated experience in working with interpreters.
- Demonstrated experience in health promotion program planning, delivery and evaluation. Knowledge and commitment to community health principles.
- Ability to work as part of a multi-disciplinary team.
- Highly developed oral and written communication skills and the ability to liaise with a range of service providers including GPs.

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures.

General

- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check, NDIS Worker Screening check clearance. The successful applicant is required to provide evidence of eligibility to work in Australia.
- Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time.
- Management, in consultation with the staff member, reserves the right to modify this position description when required
- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.