

Position title	Refugee Health Nurse
Reports to	Clinical Nurse Coordinator
Award agreement	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification	CN5 – Community Health Nurse

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	<p>Courage</p> <ul style="list-style-type: none"> • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities <p>Empathy</p> <ul style="list-style-type: none"> • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully <p>Integrity</p> <ul style="list-style-type: none"> • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust <p>Achievement</p> <ul style="list-style-type: none"> • 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 LGBTIQA+, 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 team

The Refugee Health Nurse position is situated within the Primary Care Directorate, specifically within the GP Medical Practice & Specialist Clinic, which operates as part of a multidisciplinary community health centre. Team members collaborate closely with staff across the organisation to deliver integrated care.

The Refugee Health Nurse plays a key role in delivering professional, high-quality, and holistic medical services as part of the GP Medical Practice & Specialist Clinics team. This role provides nursing support to the Refugee Health GP and other clinic team members, ensuring the smooth and efficient operation of the Refugee Health Team. The Refugee Health Nurse is dedicated to providing an exceptional standard of care to all patients, contributing to the overall success of the clinic.

Your Community Health has 3 sites, and the role may require travelling between the locations for a variety of reasons. For example, continuing professional development, mentoring of staff and/or students or backfilling for staff leave.

Services provided by the GP Medical Practice and Specialist Clinics include:

- General medicine
- Immunisations
- Chronic Disease Management
- Aboriginal Health
- Health Assessments for all eligible clients
- Paediatrician clinic
- Pharmacotherapy clinic
- Refugee Health clinic
- Trans and Gender Diverse health initiative
- Vitamin D clinic
- Home Medicines Reviews

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 purpose of the Refugee Health Nurse position is to support the delivery of comprehensive, sustainable primary health care by addressing the unique health needs of newly arrived refugees and asylum seekers. In line with our mission to improve health outcomes, the Refugee Health Nurse will assess individual health needs, facilitate referrals, and provide vital information and support to help clients navigate the health system.

Working within a multidisciplinary team, the Refugee Health Nurse will collaborate closely with internal and external health service providers to ensure timely and effective care. This role is crucial in enhancing service access, building capacity, and ensuring that refugees and asylum seekers receive the appropriate care and support to achieve optimal health outcomes.

Position responsibilities

- Conduct initial health and social needs assessments, care planning, and case conferencing for new arrival clients, following the Your Community Health (YourCH) practice model and guidelines. This may involve using the Medical Benefits Schedule Refugee Health Assessment tool or other appropriate refugee health assessment tools when applicable.
- Facilitate and coordinate clients' healthcare by liaising with a range of services, including GPs, dental health services, nutritionists, school nursing programs, local Best Start programs, torture and trauma counseling services, and hospitals. This may also include arranging interpreter services and assisting clients with transportation to their appointments.
- Involve clients (and their carers) in decision-making regarding their care, ensuring collaborative development of agreed-upon care plans.
- Work closely with local settlement services to respond promptly to the needs of newly arriving individuals and families.
- Promote social connection and integration by referring clients to established social support and orientation programs.
- Document assessments and treatment outcomes accurately in clients' medical histories and communicate relevant information to referral sources, providing written reports to external organizations when required.
- Liaise with other members of the healthcare team and external providers such as AMES and DPV to ensure coordinated patient care, including effective clinical handovers and referrals as needed.
- Identify gaps in services for refugee and asylum-seeking clients and support the provision of resources to address these gaps.
- Serve as a resource for clients, doctors, and YourCH staff on clinical matters related to refugee health and assist healthcare providers (including GPs and practice nurses) in building capacity to manage the specific needs of refugee and asylum seeker clients.
- Provide refugee health expertise in program development and participate as a presenter in both clinical and community settings.
- Enable individuals, families, and refugee communities to improve their health and well-being.
- Provide information and support to clients regarding their rights, entitlements, and obligations under the Victorian healthcare system.

- Collaborate with health promotion programs that target refugees, including coordinating the Vitamin D clinic by managing referrals, checking results, maintaining records, and providing clinical nursing services.
- Actively engage local refugee community leaders in consultations to inform the service response of the Refugee Health Nurse Program.
- Collect and report refugee health data for service planning, evaluation, and reporting purposes.
- Support the development of culturally responsive, high-quality refugee health and wellbeing assessments and services within YourCH.
- Actively participate in professional development and networking opportunities, particularly those provided by the Victorian Foundation for Survivors of Torture.

Clinical responsibilities, clinical care and resource management

- Provide services as part of a collaborative multidisciplinary team.
- Deliver primary health clinical care and treatment within an agreed scope of practice, applying evidence-based approaches.
- Work independently in the absence of general practitioners, taking clinical responsibility and accountability for actions.
- Demonstrate competence across the full scope of primary care nursing practice.
- Work in partnership with other clinic staff and the broader Refugee Health Network to deliver services.
- Triage and prioritise referrals, manage GP appointments, and refer to other services as appropriate.
- Conduct refugee health, psychosocial, and risk assessments, and develop comprehensive care plans, including immunisation catch-up schedules.
- Provide flexible, patient-centred case management and ongoing care.
- Assist in preparing reports for medical and allied health professionals and other services, as required.
- Advocate for patients, facilitating referrals and coordinating care across settlement, health, welfare, and other social services to ensure optimal patient outcomes.
- Recognise the impact of ethnicity, culture, gender, spirituality, sexuality, age, disability, and socio-economic factors on health beliefs and responses, adapting care plans accordingly.
- Provide person-centred care, working in partnership with patients, their families, and other internal and external service providers.
- Ensure the privacy and dignity of patients and families, maintaining confidentiality at all times.
- Provide advice and secondary consultation to external service providers when necessary.
- Respond effectively to unexpected or rapidly changing situations, escalating issues as required.
- Evaluate care delivery and participate in research aimed at improving patient outcomes and experiences.
- Manage clinical resources responsibly, including reviewing, maintaining, ordering, and controlling clinical supplies and consumables, and overseeing inventory management.
- Ensure regular checks and maintenance of clinical equipment are conducted or organised.

Key Performance Indicators

- Deliver evidence-based refugee health services and primary prevention activities effectively.
- Demonstrate competency across the full scope of the primary care nursing role.
- Complete all administrative tasks accurately, efficiently, and thoroughly.
- Take primary responsibility for meeting funding and service agreement targets and deliverables.
- Contribute actively to quality improvement initiatives.
- Commit to ongoing personal and professional development.
- Attend and actively contribute to departmental and other relevant meetings.
- Identify and implement opportunities for consumer participation.
- Understand and adhere to safety protocols, training requirements, and performance review processes.

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications, Registrations and Licenses

- Division 1 Registered Nurse with AHPRA (Australian Health Practitioner Regulation Agency)
- Appointment and ongoing employment subject to satisfactory police records check
- Current Working with Children Check
- Nurse Immuniser (highly desirable)
- Recent Refugee Health Nursing experience (highly desirable)

Skills and competencies

- Strong knowledge of the Refugee Health and General Practice environment, and its integration with the broader health sector and local community health priorities.
- Ability to provide culturally sensitive and appropriate case management for clients from refugee backgrounds in diverse community settings.
- Demonstrated experience working with interpreters to facilitate effective communication.
- Familiarity with recall and reminder systems, data and clinical software, and in-depth knowledge of the general practice setting.
- Excellent interpersonal and communication skills, with strong problem-solving abilities.
- Ability to work collaboratively within a multidisciplinary team and engage with community members and agencies.
- Exceptional written and verbal communication skills, coupled with computer literacy and problem-solving capabilities.
- Proven ability to work independently, with flexibility, initiative, time management, and organisational skills.
- A strong commitment to continuing quality improvement and experience in maintaining accreditation standards.

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

- 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
- The successful applicant is required to provide evidence of eligibility to work in Australia
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). 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
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

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.