POSITION DESCRIPTION
PRACTICE NURSE

POSITION TITLE: Practice Nurse
PRACTICE: Berry Medical Centre
LOCATION: 22 Prince Alfred St, Berry, NSW
REPORTS TO: Practice Principal and Practice Manager

ORGANISATION STRUCTURE

POSITION OBJECTIVE
The practice nurse is a key role within the practice that provides a high standard of quality nursing care through efficient, effective, safe and timely services to our patients. They will exercise significant levels of initiative in the direct coordination and implementation of care whilst monitoring appropriate outcomes. They will demonstrate commitment to personal and professional development and ensure a high level of customer service is always maintained. The practice nurse will effectively communicate good interpersonal relationships within and outside of the practice. All documentation and administration responsibilities will conform to legal and practice policy requirements. The practice nurse will demonstrate commitment to quality improvement, risk management and the accreditation process.
DUTIES & RESPONSIBILITIES

Under the direction of the practice principal and medical practitioners, the responsibilities of this role may include, but are not limited to:

Clinical and Technical
- Triage, patient assessment and care planning
- Clinical patient care
- Diagnostic services – INR, ECG
- Clinical data management
- Assist medical practitioners with procedures
- Health promotion and education
- Acute and chronic disease management
- Health screening and assessments
- Preventative health checks and programs
- Immunisations
- Nutrition and weight loss advise
- Physical activity recommendations
- Asthma education and inhaler techniques
- Diabetes education and blood glucose monitoring
- Home anticoagulation therapy education
- Creating Care Plans, GPMP’s, TCA’s, Asthma Cycle of Care, Diabetes Cycle of Care, and review of same
- Uploading eHealth Summaries
- Working with medical practitioners to plan and manage patient care
- Liaise with allied health, community care services, specialist practices and hospitals
- Referral of clients to appropriate support groups and other related community services.
- Coordinating delivery of health care services
- Ensure continuity of care
- Patient advocacy
- Apply nursing assessment skills and nurses practices in a safe and professional manner that reflects practice standards and guidelines
- Perform clinical duties within your level of clinical competency, according to best available evidence
- Acquire understanding and knowledge of patients to achieve social, emotional and physical wellbeing
- Maintain patient documentation in a clinically effective manner, and in accordance with practice policy and procedures

Management of Human and Material Resources
- Optimise the use of professional resources
- Build the practice base
- Maximise financial efficiency
- Utilise and manage resources in an efficient and cost effective manner
- Maintain regular stock levels according to practice procedures

Registers, Recalls and Reminder Systems
- Identify patients for health checks
- Maintain register for chronic disease patients
- Recall patients for Immunisations, Pap smears, GPMP, HA, in a timely manner

Patient Services
- Ensure patients are informed and understand the consent process prior to procedures
- Explain procedures and provide patients with support and reassurance
• Ensure all nursing practices reflect a culturally safe and inclusive environment for all patients accessing our services
• At all times promote good interpersonal relationships, both inside and outside of the practice environment
• Conduct work professionally in accordance with the Australian Nursing and Midwifery Board
• Maintain a knowledge of, and apply the Australian Nursing and Midwifery Accreditation council (ANMAC) Registered Nurse Accreditation Standards
• Ensure the patients’ rights of human dignity, confidentiality and privacy are maintained

Teamwork and Communication
• Maintain excellent communication skills across all ages and social groups
• Ensure written and verbal communication skills are excellent
• Liaise regularly with the clinical and admin teams
• Liaise with other disciplines to achieve common goals
• Maintain a cooperative working relationship with all staff
• Ensure behaviour is free of harassment, discrimination, or victimisation to another person

Continuous Quality Improvement and Risk management
• Maintain awareness of current and new legislation to ensure the practice complies with all regulatory and statutory obligations; including infection control, sterilisation, hazardous materials, safe handling/dispose of medical waste, records management, OH & S and Accreditation
• Ensure relevant personnel are kept informed and systems are procedures for infection control and sterilisation are maintained.
• Actively participate in the accreditation process
• Actively participate in the development of the policies and procedures within the practice to ensure ongoing continuous quality improvement
• Maintain appropriate waste and sharp disposal and collection requirements
• Coordinate practice satisfaction surveys
• Participate in, and promote, the value of research
• Maintain and update knowledge of practice emergency plans, policies and procedures to maximise effectiveness in a crisis situation
• Maintain regular checking of the environment and equipment to ensure safe, efficient and effective practice is adhered to
• Handle all equipment and manage consumables with regard to the safety of self and others, identifying problems, repairs and the need for replacement
• Report any adverse outcomes to the practice principal and document same
• Initiate, plan, maintain, evaluate and participate in quality improvement activities within the practice
• Regular evaluate work practices to obtain continuous quality improvement

General Duties
• Telephone enquiries
• Ordering medical and vaccine supplies
• Monitoring medication expiry dates
• Maintenance of oxygen and medical emergency supplies
• Monitoring and maintaining cold chain procedures and recommendations as per state guidelines
• Maintain and clean and safe working environment.

Occupational Health & Safety
All staff members are required to exercise their duty of care and:
• Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions.
• Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of employees.
Comply with the practice policies and comply with legitimate requests from the practice which are in accordance with such policies and/or OHS legislation.
Ensure they do not knowingly place other staff at risk through their actions.
Record incidents and potential health and safety risks and attend to reparation in a timely and appropriate manner.
Host visitors and/or contractors in a manner consistent with the requirements of the practice as stated in the practice OHS policy.

**JOB COMPLEXITY, SKILLS & KNOWLEDGE**

**Level of Supervision & Independence**
- Work under the direction of the practice principal, medical practitioners and the practice manager
- Meet regularly with the practice principal and practice manager to discuss nursing clinical and operational issues.
- Work autonomously within own area of responsibility.

**Problem Solving & Judgement**
- Solve problems based on a sound knowledge of practice philosophies, operations and policies.
- Seek assistance from the practice principal and medical practitioners when in doubt of the correct course of action.
- Prioritise work in order to meet practice requirements.
- Assess problems and use mature judgement to resolve.

**Professional & Organisational Knowledge**
- Understand the organisational structure of the practice.
- Develop, and maintain a solid understanding of the practice Policy and Procedure Manual. Contribute to same.
- Possess sound clinical nursing skills in a general practice environment.

**Breadth of the Position**
- This position has interaction with all practitioners, managers, and reception staff at the practice and is expected to create cooperative relationships with all staff and practitioners, and contribute to the development of staff working collaboratively.

**PERSONAL AND PROFESSIONAL DEVELOPMENT**

 Maintain and enhance current knowledge and skill base that facilitates the best possible patient outcomes. Maintain an active professional development program by;

- Attendance and participation in relevant courses, workshops lectures and webinars
- Sharing of knowledge and skills gained with other staff, both formally and informally
- Attendance at in-house meetings and education, from time to time

**QUALIFICATIONS**
- Registered Nurse, division 1
- Current Nurse Registration with Nursing and Midwifery Board of Australia
- Current Professional Indemnity Insurance
- Current registration with APHRA
- Current Employee Working with Children Check
- Current National Police Certificate Check
- Member of relevant professional organisation (APNA)
AWARD CLASSIFICATION
- Minimum Level 2, with maximum Level 3

SELECTION CRITERIA
- Minimum two years’ experience as Registered Nurse in a general practice setting
- Demonstrated solid IT skills: ability to effectively manage patient bookings, recalls, reminders and clinical records within practice software (Best Practice).
- Ability to produce, analysis and utilise clinical data (using clinical audit tools eg; Pen CAT) to enhance service development and quality improvement initiatives, and achieve quality patient health outcomes
- Excellent written and verbal communication skills.
- Possess a sound understanding of medical billing and the Medicare Benefits Schedule; in particular enhanced primary care, immunisation and items relating to general practice
- Willingness to undertake study to enhance vocation.
- Excellent interpersonal skills, with the ability to communicate with and relate to people from all walks of life and with different cultural backgrounds.
- Good problem solving and negotiation skills to enable the resolution of difficult or complex issues
- Experience in all aspects of chronic disease management
- Current knowledge of immunisation schedules, diabetes management, asthma management, enhanced primary care items, infection control, CPR and emergency resuscitation techniques
- Demonstrated care plans and health assessment experience
- Demonstrated understanding of the needs of general practice and interest in patient education and health promotion
- Triage and wound management
- Communication of results
- Experience with accreditation
- Good reception skills and customer services skills
- Proactive, takes initiative and motivated
- Current RN registration, Division 1 with APHRA
- Excellent interpersonal skills, reliable and professional
- Proven experience working well in a team environment
- Current professional indemnity cover
- Well spoken, well presented and well mannered
- Excellent organisational skills, with a high level of attention to detail
- Ability to work under pressure and prioritise own workload and the workloads of others under direct supervision
- A flexible and willing attitude
- Adaptable, practical and empathetic