

POSITION DESCRIPTION

Position Title:	Continuous Quality Improvement Nurse - Metropolitan Clinics
Grading:	NM1
Status:	Temporary, Full time 38 hours/week
Location:	Metropolitan (Newington, Fairfield & Penrith) Clinics <i>(Note: routine travel to all clinics across metropolitan Sydney is required)</i>
Responsible to:	Operations Manager - Metropolitan Clinics
Responsible for:	Nil
Collaborates with:	Integrated Health Services management team Registered Nurses Medical Officers Allied Health Professionals Health Promotion Officers Administration Officers

Our Organisation

Family Planning NSW is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for everybody in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.

Family Planning NSW is committed to excellence in meeting the reproductive and sexual health needs of the community. We achieve this by providing best practice, accredited clinical services, enhancing the knowledge and skills of service providers, improving the body of knowledge about reproductive and sexual health through rigorous research and evaluation, and leading international development projects to promote the rights of marginalised people in developing countries.

Position Overview

The Continuous Quality Improvement Nurse is responsible for ensuring that high quality clinical standards are maintained through managing clinical risks, establishing quality improvement measures and exploring quality improvement opportunities.

The Continuous Quality Improvement Nurse works within the Family Planning NSW Clinical Governance Framework to support the delivery of clinical services which are safe, effective and client centred.

The role requires a high level of clinical reproductive and sexual health knowledge, skills and experience, sound clinical judgment and critical thinking skills, excellent communication and negotiation skills and an ability to work effectively within a multidisciplinary team. The Continuous Quality Improvement Nurse will maintain a clinical load in order to retain clinical expertise and will work across metropolitan Sydney clinical sites.

Selection Criteria

Essential

- Primary nursing degree or equivalent with current AHPRA registration as a registered nurse
- Minimum of 4 years post registration clinical experience
- Extensive clinical knowledge and experience in reproductive & sexual health including successful completion of RSH-CAP or equivalent
- Experience in leading continuous quality improvement processes
- Ability to drive and implement change in the clinical setting

POSITION DESCRIPTION

- Demonstrated leadership capabilities including ability to manage competing demands and provide clinical supervision and training
- Strong interpersonal communication skills including oral and written
- Sound computer skills, including MS Office applications and electronic medical records
- Ability to travel & work at various locations throughout metropolitan Sydney

Desirable

- Current unrestricted NSW Driver's License
- Demonstrated experience in clinical accreditation processes
- Experience in providing clinical services to relevant population groups, particularly people from an Aboriginal and Torres Strait Islander background, CALD background, people with disability or young people

Other requirements

- A Criminal Record Check and a Working with Children Check are required prior to commencement in the role.
- Vaccination/immunisation requirements apply to this role.

Values

- FPNSW is a pro-choice organisation – staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption/foster care or abortion.
 - As an abortion service provider, all staff in the organisation are expected to actively participate in the provision of abortion services in line with the full scope of the role they are appointed to.
 - For this role that means participating in the provision of medical and surgical abortion services and leading quality improvement activities related to abortion service provision.
- Must support the Family Planning NSW values:
 - Human rights focus - promoting the rights of all people to reproductive and sexual health
 - Integrity - maintaining a strong ethical base, being accountable and transparent
 - Inclusiveness - valuing and respecting diversity without judgement
 - Equity of access - ensuring access to our services for all including priority populations
 - Client centred - placing the needs of the whole person at the centre of our work
 - Commitment to excellence - ensuring high standards in all our work
 - A just culture – a balanced accountability for both individuals and the organisation

Main Responsibilities

Clinical safety & quality

- Work with the Operations Manager, State Nurse Coordinator, Medical Coordinators to maintain high quality clinical standards across all clinical sites
- Coordinate quality assurance and risk management activities across clinical sites
- Provide clinical expertise to IH team and executive to ensure effective clinical risk management and continuous quality improvement in Family Planning NSW
- Actively participate in the development, review and implementation of clinical standards, policies and procedures across clinical sites
- Work with the Operations Manager to monitor and evaluate change within the clinical governance framework

POSITION DESCRIPTION

- Work with Operations Manager and State Nurse Coordinator to identify and support staff who may require further development of clinical skills
- Coordinate clinical audits in line with clinical audit schedule, identify and report clinical service gaps and make improvement recommendations
- Coordinate medication management processes across clinical sites
- Coordinate cold chain management, blood product management and vaccination management across clinical sites
- Coordinate infection control (IC) processes through membership of the infection control committee, lead IC audit activities and clinical staff IC training
- Work with the Operational Manager to monitor the maintenance of clinical equipment (e.g. colposcope, autoclave, gynae beds, etc) and reusable medical devices such as procedural instruments, including coordinating the repair or purchase of new clinical equipment as required

Clinical leadership

- Lead and provide support to clinicians with reference to evidence-based practices as defined by national and international guidelines and organisational policies and procedures
- Support effective communication throughout the multidisciplinary team and foster a positive change culture
- Coordinate orientation, supervision and mentoring for new clinicians to establish high quality service delivery
- Provide support to Operations Manager and Rostering & Logistics Manager, in recruitment of clinical staff and managing performance of clinical staff
- Contribute to strategic and business planning activities
- Establish and maintain collaborative relationship with other business units and with external nursing and/or relevant professional groups
- Work with Operations Manager and Health Promotion Manager to develop outreach clinical services, this may include site risk assessment, planning staffing and orientation and providing clinical support to clinicians

Clinical service delivery

- Commit to clinical skill development and take personal responsibility to update knowledge, enhance skill and maintain professional accreditation and competency standards to perform within the defined scope of practice
- Ensure clinical and nursing service provision adhere to statutory and professional obligations
- Commit to maintaining best practice by adhering to the scope of practice and within clinical role boundaries defined by FPNSW (guided by *Contraception: An Australian Clinical Practice Handbook* and *Reproductive & Sexual Health: An Australian Clinical Practice Handbook*)
- Facilitate the delivery of quality reproductive and sexual health services through the provision of clinical consultations to clients
- Provide clinical expertise, sharing knowledge through clinical support and supervision to less experienced clinicians according to the *Scope of Practice* guidelines and policy
- Adhere to FPNSW's defined escalation and delegation policies and systems for clinical practices
- Adhere to the *Incident Management* policy to report and escalate any clinical issue with medicolegal implications within specified time frame

POSITION DESCRIPTION

- Contribute to safe clinical outcomes by maintaining high standards of clinical documentation and result management
- Work as a clinical instructing nurse after undertaking appropriate training
- Work with research department to support and promote the implementation of research activities in clinic

Pharmacy warehouse management (Metropolitan CQIN only)

- Review and monitoring of pharmaceutical processes including pharmacy warehouse, license, formulary requirement and clinical medication management
 - Manage medication stock levels, delivery receipt, order and dispatch
 - Coordinate medication stock inventory
 - Coordinate cold chain management process in pharmacy warehouse
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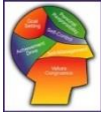




General Accountabilities

Work health and safety

- All employees are responsible to ensure that they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Managers are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk should be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

POSITION DESCRIPTION

Family Planning NSW Capability Framework

Capability Group	Capability Name	Level Descriptor
Personal Attributes 	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity Be ethical and professional, and adhere to the Family Planning NSW values	Advanced
	Manage Self Show drive and motivation, a measured approach and a commitment to learning	Adept
	Value Diversity Show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships 	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	Adept
	Commit to Customer Service Provide customer centric services in line with organisational objectives	Adept
	Work Collaboratively Collaborate with others and value their contribution	Adept
	Influence and Negotiate Gain consensus and commitment from others and resolve issues and conflicts	Intermediate
Results 	Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Intermediate
Business Enablers 	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	Intermediate
People Management (supervisory roles only) 	Manage and Develop People Engage and motivate staff and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose Communicate goals, priorities and vision and recognise achievements	Intermediate
	Optimise Business Outcomes Manage resources effectively and apply sound workforce planning principles	Foundational
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	Intermediate

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Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Position holder:

Name:

Signature:

Date:

Supervisor:

Name:

Signature:

Date:
