

Position Description

Position Title:	Registered Nurse, Neurological Support Services	Division:	Specialist Services
Position Reports to:	Clinical Operations Manager	Direct Reports:	NIL
Classification:	Yooralla Allied Services Agreement 2018	Band:	RN Gr 4
Approved by:	Executive Director RRSS	Date approved:	4 October 2021

Primary Position Objective:

As a member of the Disability leadership team this position is responsible for the management, development, delivery and evaluation of supported accommodation programs within Yooralla's Neurological Support Services (YNSS) through a person-centred approach that maximises consumers' participation and provides the opportunity for them to make informed decisions and life choices and ensures their involvement in their community.

Management of this program will be in accordance with Yooralla's purpose, goals and values within the Strategic and Operational Plans and in compliance with relevant legislation and the requirements of funding bodies.

YNSS offers specialised residential accommodation to people who have progressive neurological conditions. Residents at YNSS have complex health care needs that may impact them physically, psychologically and cognitively. Neurodegenerative diseases often involve significant complex behavioural and psychological symptoms. A major focus is supporting people with Huntington's disease.

YNSS operates across two sites, a 30 bed facility, comprising three separate houses, each accommodating up to 10 people, in Burwood East and a facility accommodating 6 people in Glen Waverley. There are approximately 120 employees at YNSS including nurses, disability support workers and specialist positions.

The registered nurse is professionally responsible for providing clinical leadership and direct nursing care and support designed to ensure that the specialist health and clinical needs of each consumer is met in a way that reflects their individual needs and is delivered in a respectful and dignified manner.

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Organisational Overview

Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people of all ages who are either born with or acquire a disability as the result of accident, ill health or age. Over 2000 Yooralla employees work alongside more than 30,000 Victorians with a disability and their families.

Our Purpose

To support people with disability to live the life they choose

Our Promise

Designed by you, supported by us, and achieved together

Our Values

Customer Focused in our service, creative in our solutions

Courageous in speaking up, determined in facing challenges

Authentic in our relationships, honest in our conduct

Accountable in our work, responsible for our actions

Respectful of choices, embracing of diversity

Passionate about our work, driven by our purpose and values

Decision Making Authority:

Please refer to the delegation schedule available on the Yooralla [Intranet](#)

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Position Specific Responsibilities

Outcomes for people with a disability

- Evidence of quality of life outcomes achieved for each consumer according to their preference, choice and direction
- Consumers are provided with high quality nursing support.
- Evidence through a formalised feedback mechanism that consumers are provided person centred active supports in a way that maximised their choice and control.
- Evidence that families and advocates are involved and kept informed of key activities (where appropriate) according to the need and choice of the participant.
- Outcomes and measurable targets with ongoing quality and improvement plans ensuring service is met. (Developed in conjunction with customers, families - where appropriate, and staff).
- Assessments, recommendations and plans are implemented together to provide a holistic framework of care.

Consumer personal support and lifestyles

- Ensure consumer rights under the Convention on the Rights of Persons with Disabilities are upheld, including equity in health service provision.
- Provide nursing care that is consumer focussed and empowers the consumer to make decisions about individual on-going health care.
- Provide clinical nursing care; including but not limited to, health assessments, development of health support plans, performing procedures in accordance with the health support plans, organisational policy and scope of own practice as a registered nurse.
- Be aware and sensitive to the needs of people who are from Aboriginal or culturally and linguistically diverse backgrounds and assist with their integration into the service

Complex health

Provide ongoing complex clinical expertise and assessment to ensure consumers with disabilities and requiring ventilator assistance with complex health needs are supported in a way that reflects their individual needs and in accordance with best practice

Respiratory Management

- Deliver and document nursing procedures on a daily basis relating to respiratory and tracheostomy

care (including tracheostomy and mask) as per individual health support plan

GI management

- Ensure monitoring of difficulties with swallowing and refer to consumer's therapist or health provider (for a consumer who has a tracheostomy)
- Monitor and manage PEG tube insertion and stomas

Urinary Continence and Bowel Management

- Assess continence and bowl management needs of customers
- Implement recognised management strategies including monitoring and care of catheters and administering bowel regimes

Wound Management/Skin Integrity

- Ensure appropriate management of wound care
- Ensure proactive pressure management for consumers

Chronic Disease Management

- Ensure documentation, communication and consistent effective support and management of health issues including but not limited to diabetes, asthma, epilepsy, ischemic heart disease and obesity.

Physical Support

- Provide physical assistance as required. This may include:
 - a) Assistance with all areas of personal care including mealtime assistance, toileting, bathing and grooming
 - b) Transfers/hoisting between toilet, wheelchair, motor vehicle, etc.

Medication management

- Administer all medications
- Maintain records according to legislative requirements

Emergencies

- Be responsible, and take appropriate action, for consumers in the event of emergency situations

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- involving acute illness or injury utilising appropriate policies and procedures and specified clinical pathways
- Coordinate the implementation of emergency protocols as required
 - Monitor and ensure that customer's health related emergency equipment is regularly reviewed and maintained.

Lifestyle

- Ensure that consumers have the opportunity to achieve a quality lifestyle through:
 - Maintaining an environment which meets consumer needs and contributes to personal growth
 - Ensuring that consumers are at all times afforded privacy, dignity and confidentiality
 - Encouraging and assisting consumers to pursue their own individual interests, hobbies and friendships, and to exercise choice, initiative and self expression
- Empower consumers to be active participants in the community

Professional Practice & Service Delivery

- Undertake the functions of the registered nurse within a home environment and with medical care provided from external health care providers and organisations.
- Assist in the development, implementation and monitoring of consumer specific health support plan and strategies within agreed timeframes that reflect the individual needs of the consumer
- Undertake nursing procedures that are evidence based as required and document accordingly.
- Use nursing theoretical knowledge and evidence based guidelines and apply these to the range of nursing activities to achieve agreed outcomes
- Support staff in medication administration, and support quality improvement processes
- Review decisions, assessments and recommendations from other health practitioners and liaise with consumer and key stakeholders and staff to implement
- Use expert knowledge to implement and evaluate health support plans
- Participate in relevant projects and research activities as required
- Participate in special interest groups to support identifying areas of clinical risk and opportunities for improvement

Leadership and Supervision

- Identify opportunities for improvement to systems, processes and work practices within the work area
- Undertake internal clinical quality audits as required
- Adapt practice to ensure adherence to relevant nursing requirements and organisational policies and

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	<p>procedures</p> <ul style="list-style-type: none">• Participate in nursing research, policy development and continuous quality improvement activities
Training/Education	<ul style="list-style-type: none">• Assist the Clinical Operations Manager and Nurse Educator in the assessment of competence of DSWs in relation to specific health care procedures• Continue personal professional development and seek learning opportunities• Maintain mandatory competencies and refresher training and document evidence• Liaise with the health services routinely to keep up to date with technology and techniques in respiratory, neurological and nursing support as required.• Liaise with specialist peak body organisations such as Huntington's Victoria and the MS Society of Victoria.• Assist with the induction of new staff in regards to healthcare planning and support for consumers• Assist in assessment, review, development and educate of DSWs on consumer health plans and procedures• Supervises the completion of the learning pathways of the DSW• Provide support and advice to consumers and disability support workers regarding health care issues• Provide peer learning opportunities for new and less experienced nursing and disability support workers. This relates to health or nursing procedures that action the health support plans for the consumer and as appropriate to the skills, scope of practice and competence of the staff member.• Participate in annual performance review with Clinical Operations Manager and Nurse Educator.
Communication, liaison & networking	<ul style="list-style-type: none">• Take lead responsibility for all health care liaisons as required for consumers. This includes• General Practitioners, hospitals, allied health professionals, aids and equipment issuing centres, and any others as required by consumers• Liaise between external health service providers and the organisations and staff and consumer.• Establish effective communication with consumers using whatever means of communication is appropriate for each individual and liaise with families and/or advocates when required• Implement and participate in the development of consumer focussed documentation including customer support plan and health support plan• Ensure that all required consumer records are accurately maintained, including customer support plan,

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	<p>health plan, health care records, medical histories</p> <ul style="list-style-type: none">• Liaise with the consumer, other disability support staff within the organisation and health care providers to maintain good communication and continuum of care• Communicate effectively with the Clinical Operations Manager, YNSS, Service Managers and Nurse Educator in relation to program/clinical issues and opportunities for improvement• Ensure effective information dissemination and communication to Yooralla staff within the houses.• This position is responsible for communicating all health care monitoring and recording requirements to disability support staff and ensuring thorough handover to other Registered Nurses at every shift• Document progress notes for each customer on each shift specific to their health supports and other essential information• Attend and actively contribute to multidisciplinary staff meetings, including monthly Nurses meetings, and other relevant meetings as required and use information/feedback to continuously improve work performance• Facilitate good working relationships with all departments of Yooralla, the community, consumers, their families, and other people significant to the individual, through clear communication and a willingness to work towards the resolution of any concerns.
<p>Administration and Management</p>	<ul style="list-style-type: none">• Assist in the development of annual goals and objectives for the Service in conjunction with the Clinical Operations Manager and YNSS consumer representatives• Provide regular written reports to the Clinical Operations Manager as requested• Accurately complete administrative tasks as required. This may include reading/writing:<ul style="list-style-type: none">• Progress notes• Shift reports• Communication books• Learning logs/Monthly reports• Consumer Incident reports and Occupational Health and Safety incidents• Medication forms• Minutes• Checking emails• Other required documentation

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	<ul style="list-style-type: none"> • Support the review of customer support plans, medication and other supports as required • Key responsibility for maintaining adequate supplies of health care requirements, aids and equipment, respiratory, neurological and other medical consumables • Implement the incident report protocol as required in liaison with the Clinical Operations Manager • Consult with other staff, follow up on, or provide information to the Service Managers regarding various issues or administrative tasks as required.
<p>Selection Criteria</p> <p>Mandatory Requirements</p>	<p>NDIS Worker Screening Check International Police Check (if required) Current Basic Life Support or Advanced Life Support certification including CPR AHPRA Registration (Nurses)</p>
<p>Qualifications</p>	<p>Bachelor of Nursing or recognised equivalent Post graduate qualification in neuroscience nursing or demonstrated knowledge of progressive neurological disorders (desirable)</p>
<p>Professional Experience</p>	<ul style="list-style-type: none"> • Significant extensive experience in providing specific health and nursing care procedures as detailed • Post graduate experience working with people who have progressive neurological conditions or complex health support needs • Experience in development and review of health support plans or other care plans • Demonstrated Continuing Professional Development
<p>Key Knowledge Areas</p>	<ul style="list-style-type: none"> • Registered Nurse Standards for Practice (Nurses & Midwifery Board Australia) • National Competency Standards for the registered nurse (Nurses & Midwifery Board Australia) • Code of Ethics for Nurses and Code of Professional Conduct for Nurses • National framework for the development of decision-making tools for nursing and midwifery practice • Sound knowledge of NDIS Quality and Safeguards Practice Standards specific for disability services • Experience and contemporary knowledge of health related issues for people with disability and complex needs • Ability to support the training in identified procedures to disability support workers

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	<ul style="list-style-type: none">• Understands the role of the registered nurse employed within the disability sector• Demonstrates an understanding of organisational responsibility to meet NDIS Quality and Safeguards Practice Standards and other legislative requirements
Personal Attributes	<ul style="list-style-type: none">• Excellent communication (written and verbal), interpersonal and problem solving skills• Demonstrated leadership and organisational skills• Excellent time management skills with demonstrated ability to plan and coordinate multiple tasks• Demonstrated ability to work as a member of a multidisciplinary team• Adapts practice to ensure adherence to relevant nursing requirements as set out and organisational policies and procedures• Required to work as sole practitioner (although as part of a team of disability staff and Service Managers)• Ability to undertake all aspects of nursing work unsupervised• Reporting to Clinical Operations Manager for employment and operational matters• Clinical Supervision and professional accountability to Clinical Operations Manager.• Supervise and support disability support workers where required
Judgement, independence and problem solving	<ul style="list-style-type: none">• Possess the attribute of an expert nurse. This includes:<ul style="list-style-type: none">• theoretical knowledge and the know how to implement that into practice• The ability to be person focussed rather than task focussed. This may be seen as knowing the person and having empathy, thus allowing the nurse to individualise care.• engaging in reflective practice• willingness to take personal risks in relation to advocating for clients• intuitive knowledge and pattern recognition (Morrison & Symes, 2011)• Expert knowledge in disability and the health issues relevant to this consumer group• Able to problem solve health and nursing issues appropriate to the amount of support available and based on expert nursing knowledge.• Coordinate medical emergencies as per operational protocol.• Functions within residential disability setting with minimal or no nursing supervision.

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Organisational Accountabilities (applicable to all employees)

Positive Working Relationships

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes.
- Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer.

Customer Safeguards and Wellbeing

Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.

In providing quality services, Yooralla staff must comply with

- the NDIS Practice Standards
- the Disability Service Standards
- Victorian Charter of Human Rights and Responsibilities Act 2006
- the Principles and Objectives of the Disability Act 2006
- the United Nations Convention of the Rights of Persons with Disabilities 2006
- the Child Safety Standards

Cultural and Linguistic Diversity

At the direction of the customer undertake all interactions with regard to the customer's culture, diversity, values and beliefs in accordance with NDIS Practice Standard 7-Individual Values and Beliefs

Occupational Health and Safety

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:

- Work in a manner that considers the health and safety of self and others
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances
- Ensure that all work areas are maintained in a safe condition
- Complete site induction
- Identify, report and record all safety hazards, incidents and injuries
- Participate in OHS training programs
- Participate in OHS consultation and communication meetings
- Wear and maintain personal protective equipment and clothing correctly

Quality Assurance and Continuous Improvement

- Attend meetings, workshops, conferences and training as required.
- Become familiar with and follow Yooralla's policies, procedures and management instructions.
- Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.
- Strive for and promote a continuous quality improvement culture in the quality system and work practices and offer strategic advice to improve customer relations.