

Position title	Urgent Care Registered Nurse
Reports to	Urgent Care Coordinator
Award agreement	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification	CN4 – 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	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

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 Services Team

The Urgent Care Clinical Team are part of the Medical Services Team, which sits within the Integrated and Primary Care Directorate. Our Directorate provides General Practice, Medical Specialist Clinic, Urgent Care Clinic, Public Oral Health Services and Harm Reduction Services.

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 Urgent Care Clinic (UCC) aims to assist community members of all ages suffering from urgent, non-life-threatening injuries or illness to obtain fast, priority care. These services are expected to provide comprehensive care to patients and to avoid long wait times in public Emergency Departments. With funding from the local PHN, this service will be available to support the closest Public Hospital Emergency. It will be open seven days a week 8am – 10pm.

The Urgent Care Registered Nurse will work alongside the General Practitioner on Duty, to provide triage, clinical support, assessment and treatment of clients presenting to the UCC. Reporting to the Urgent Care Coordinator, the Registered Nurse will be responsible for providing direct care of patients presenting to the centre, helping to manage general function of the clinic, within scope of practice.

Position responsibilities

Clinical Service Delivery

- Provide initial clinical contact with all patients who attend for assessment, whether they have pre-booked appointment or “walk-in” to the service
- Triage all patients in accordance with UCC clinical practice guidelines in conjunction with GP on duty
- Monitor patients and reassess / escalate triage where required
- Use highly developed clinical skills to complete comprehensive patient assessments of patients attending
- Take relevant histories from patients to provide initial assessment notes for the General Practitioners
- Maintain effective patient flow with demand management
- Measure and record patients’ vital signs
- Ensure all equipment is used appropriately and maintained to standard
- Maintain appropriate and accurate patient records

- Ensure compliance with policies, procedures and standards
- Ensure clinical governance and safe use of medicines, following federal/state legislation
- Communicate effectively with team on the patient's pathway through the UCC
- Discuss the medical options available to patients should their symptoms escalate or further assessment and investigation becomes necessary
- Maintain strict infection prevention and control procedures as provided by YourCH
- Discuss clinical presentations with the General Practitioners
- In collaboration with the General Practitioners and clinic staff, organise referrals to internal and external organisations
- Provide advice and information about additional services available from YourCH and the wider community (e.g. for acute and chronic disease management)
- Maintain strict privacy and confidentiality in accordance with the policies and procedures of the organisation
- Emergency care for serious events – if needed
- Maintain control of stock and resources and report to Urgent Care Coordinator as required
- Provide a courteous, friendly and efficient service to all clients

Administration

- Conduct daily opening and closing procedures when required
- Documentation of routine maintenance checks to medical equipment
- Assist with the compilation of reports for funding bodies and YourCH requirements
- Ensure compliance with policies, procedures, and standards
- Maintain appropriate files, records and statistics to facilitate good clinical management and accountability
- All case notes to be documented within 1 business day of contact (phone, fax, email, in person)

Clinical Quality & Safety

- Act in accordance with YourCH's policies, procedures and code of conduct
- Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position
- Practice in accordance with the Nursing and Midwifery Board of Australia Professional Standards
- Participate in mandatory training requirements to support the delivery of a safe and effective service
- Infection control and sterilisation
- Participate in accreditation systems, quality assurance projects and development of and implementation of procedures to enhance quality outcomes
- Completion of routine clinical audits
- Follow and promote safe work practices, procedures, and instructions
- Participate in professional supervision as appropriate
- Contribute towards effective risk management

Other duties

- Ensure medical equipment is maintained and functioning correctly (e.g. COVID-19 testing equipment, ECG machine, defibrillators etc.)
- Effective management of stock and medical supplies
- Liaising with patients regular GP
- Alert administrative staff when medical supplies are low and need to be restocked

- Undertake additional duties as required by organisational change and/or growth, with negotiation via the Senior Medical Manager
- Identify individual learning needs and actively participate in additional training as needed
- Participate in team meetings to contribute feedback quality of service delivered

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications, Registrations and Licenses

- Bachelor of Nursing or equivalent
- Current & unrestricted registration with AHPRA as a Registered Nurse (Div 1)
- Driver's License – Preferred
- Evidence of immunisation required for health care workers

Skills and Competencies

- Minimum of 3 years of acute clinical nursing experience
- Emergency Department experience, triage, or post graduate qualifications in emergency / critical care or the ability to demonstrate comprehensive patient assessment
- Experience with both adult and paediatric patients
- Accredited Nurse Immunisation Certificate (or working towards)
- Proficiency in Microsoft Office Suite programs, Best Practice (or similar clinical software), and relevant software applications Emergency patient assessment experience
- Paediatric assessment experience
- Proficiency in a community language would be advantageous, but not essential
- High level of accuracy and attention to detail
- A willingness to learn new skills and competencies
- Experience and proficiency in continuous quality improvement methodology and principles
- Strong analytical and problem-solving skills
- Demonstrated ability to work in a team environment and collaborate within a multidisciplinary team

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.
- 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 LGBTIQA+ communities to apply.