

Employee Position Description

Position Details		
Position Title: Registered Nurse Urgent Care Clinic	Department: Medical Services	Agreement: Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Reports To: Manager, Urgent Care Clinic	Location: Lilydale Urgent Care Clinic	
Direct Reports: Nil	Employment Status: Casual	Classification: RN2
Position Primary 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 NWMPHN, this service will be available to support Maroondah Hospital Emergency. It will be open seven days a week 10am – 10pm, with potential to increase service delivery 8am – 10p The UCC Registered Nurse Grade 2 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 Manager, Urgent Care Clinic, 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. Referral to a wide range of Access Health and Community Medical and Allied Health Services will also be available.		
Decision Making Authority	Key Relationships	
Decisions made independent of Manager - Responding to all community members who make contact with the service - Triaging of patients - Liaising with GP on duty to provide best patient care	Internal - Senior Medical Manager - Medical Director - General Practitioners - Manager Urgent Care Clinic - Reception/Administrative Support - Senior Practice Nurse - Practice Nurse Team	External - Local Hospitals and Emergency Departments - Community Agencies - General Practitioners - Specialist Physicians - Families and Carers

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Key Accountabilities	
Focus Areas	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 AccessHC • 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 AccessHC 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 UCC Clinical Lead as required • Provide a courteous, friendly and efficient service to all clients
Administration	• Conduct daily opening and closing procedures • Documentation of routine maintenance to medical equipment • Assist with the compilation of reports for funding bodies and AccessHC 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)
Other duties	• Be respectful of the needs of patients, visitors, contractors, volunteers and other staff and maintain a professional approach in all interactions, creating exceptional experiences.

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	• Ensure medical equipment is maintained and functioning correctly (e.g. COVID-19 testing equipment, spirometers, 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 • Undergo N95 mask fit-testing (if not already fit-tested) • 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
AccessHC Values	• Through actions and behaviour, demonstrate AccessHC Values of; <i>Equity, Collaboration, Respect, Innovation and Quality.</i>
Governance and Compliance	• Must follow current AccessHC CovidSafe plan, infection control procedure, wear PPE • Act in accordance with AccessHC'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
Workplace Health and Safety	• Act in accordance with health and safety policies and procedures at all times • Respect and adhere to occupational safety guidelines in order to protect themselves, patients, and co-workers, including the use of Personal Protective Equipment (PPE), decontamination procedures, waste management, public safety measures, infection control and procedures, fire prevention and control, and implement mandatory training on it before starting work and on a regular basis • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct

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	• Participate in Fire and Emergency evacuation procedures as required by AccessHC • Ensure a safe and clean work environment according to infection control and best practice standards • Participate in Health and Safety training as require • Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences in VHIMS and assist with any investigations and the identification of corrective actions • Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct
Selection Criteria	
Mandatory selection criteria items • Police Check • International Police Check (if lived/worked overseas in the past 10 years) • Working With Children Check • Driver’s License – Preferred Key selection criteria items • Bachelor of Nursing or equivalent • Current registration with AHPRA as a Registered Nurse (Div 1) Desired experience: • Emergency Department experience, triage, or post graduate qualifications in emergency / critical care or the ability to demonstrate comprehensive patient assessment • Accredited Nurse Immunisation Certificate • Experience with both adult and paediatric patients • Proficiency in Microsoft Office Suite programs, Medical Director Clinical and Pracsoft (or similar clinical software), and relevant software applications • Proficiency in a community language would be advantageous, but not essential	Attributes we value • Maintains composure in a pressured environment • High level of communication and interpersonal skills to foster strong clinical relationships • Effective time management and prioritisation skills • Demonstrated ability to relate to people from a diverse range of social, cultural, and ethnic backgrounds • Commitment to health promotion principles • High level of accuracy and attention to detail • High level of cultural sensitivity and awareness • A willingness to learn new skills • 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 • Demonstrated behaviours consistent with AccessHC values

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Key Accountabilities	
Focus Areas	Responsibilities
Authorisations	
Manager Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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