

POSITION DESCRIPTION

Position Title:	Assistant in Nursing – Metropolitan Clinics
Grading:	AIN (Year 1-3)
Status:	Permanent, Part time
Location:	Metropolitan (Newington, Fairfield & Penrith) clinics (Note: routine travel to all clinics across metropolitan Sydney is required)
Responsible to:	Metropolitan Senior Administration Officer Metropolitan Continuous Quality Improvement Nurse
Collaborates with:	Medical Officers Registered Nurses Administration Officers
Responsible for:	Nil

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 AIN plays an important role in supporting the operation of Family Planning NSW clinics. This is a multi-faceted role which is responsible for providing clinical supports to the organisation including assisting medical officers and registered nurses with the care of clients.

The position is also responsible for the provision of high quality reception services and administration supports to clients, visitors, clinical and non-clinical staff to facilitate the smooth and effective operations of the centre.

The AIN works within the multi-disciplinary team in the delivery of services which are safe, effective and client centred.

Selection Criteria

Essential

- Basic knowledge and understanding of the principles of infection control
- Demonstrated ability to support clients and provide assistance during clinical procedures
- Current CPR certificate
- Sound computer skills, including MS Office applications
- Demonstrated ability to provide customer service, reception and administrative support including billing, cash handling and reconciliation
- Proven strong interpersonal, negotiation, written and oral communication skills
- Demonstrated high level customer service skills, including conflict resolution
- High level ability to manage competing demands and adapt effectively to change
- Ability to perform tasks under the direction of the clinician with minimal supervision, as well as within a broader team

Desirable

- Current NSW driver's license
- Experience in a clinical/primary health care setting including use of, or willingness to develop competency in, the use of autoclaves and medical appointment booking systems
- Experience in providing services to relevant population groups, particularly people from an Aboriginal and Torres Strait Islander background, CALD background, people with disability or young people.

Values

- Must be pro-choice:
 - 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 within the full scope of their role.
 - For this role, that includes booking appointments for abortion services, and providing support to clients during abortion appointments as directed by the clinician.
- 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

Other requirements

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

Key Responsibilities

Clinical support services

- Provide support to clients during procedural clinic appointments under the direction of the clinician, including observing and monitoring vital signs, and providing refreshments
- Ensure clients' healthcare rights are upheld at all times
- Follow Family Planning NSW infection control guidelines, including aseptic technique
- Participate in clinical updates and training as required
- Prepare procedural clinic room and procedure trolley
- Process and record instruments for sterilisation as per Family Planning NSW guidelines
- Maintain a tidy environment in the clinical area and ensure stock levels are appropriate Manage inventory - including ordering and unpacking of consumables, checking expiry dates, monitoring stock levels
- Maintain records as required
- Any other duties within scope of the role as directed

Reception

- Respond positively to client and visitor needs at the reception desk and on the telephone

- Make and confirm appointments both face to face and via telephone or SMS
- Refer clinical enquiries to clinicians
- Book professional health care interpreters when required
- Maintain clinician schedules, waiting room and billing
- Maintain confidential client records
- Receive and date incoming correspondence for clinicians
- Process Medicare billing and fee for service payments
- Handle cash
- Manage electronic funds transfer (Tyro)
- Complete end of day reconciliation for clinic
- Manage banking as required
- Support the orientation of new reception staff
- Participate in quality assurance activities including client surveys

Administration

- Manage incoming client results and correspondence, including scanning external correspondence into electronic medical record systems
- Compile and report on clinic activity data as required
- Take minutes of clinic meetings as required
- Process invoices and stock purchases using computerized accounting system
- Managing daily incoming and outgoing mail and organise couriers as required
- Order supplies as required
- Organise catering
- Maintain visitor sign in register
- Assist with stocktake when required
- Perform petty cash reconciliation

Ongoing skill development

- Receive and participate in appropriate support, training and supervision to achieve and maintain the necessary skills, knowledge and aptitude to perform the role
- Take personal responsibility for continuing skill development
- Participate in performance development processes to identify skill development opportunities for continuous improvement
- Attend mandatory training and in-service programs
- Ensure that all protocols, policies, procedures and circulated literature are read and acted upon

Safety & quality

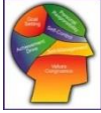




- Commit to maintain best practice by adhering to the scope of practice of the position and within role boundaries as defined by Family Planning NSW
- Maintain the required qualifications and competencies to deliver high quality services
- Commit to on-going skill development and take responsibility to update knowledge, enhance skill and competency standards to perform within the context of work
- Adhere to Family Planning NSW's defined escalation and delegation policies and systems

- Apply defined guidelines, policies, procedures and protocols in a manner relevant and appropriate to the client's needs
- Adhere to the Incident Management Policy to report and escalate any issues within specified time frames
- Commit to share knowledge, provide support and supervision to less experienced staff

Work health and safety

- All employees are responsible to ensure 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
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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	Intermediate
	Act with Integrity Be ethical and professional, and adhere to the Family Planning NSW values	Intermediate
	Manage Self Show drive and motivation, a measured approach and a commitment to learning	Intermediate
	Value Diversity Show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships 	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	Intermediate
	Commit to Customer Service Provide customer centric services in line with organisational objectives	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	Intermediate
	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	Intermediate
	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	Foundational
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management Understand and apply effective planning, coordination and control methods	Foundational
People Management (supervisory roles only) 	Manage and Develop People Engage and motivate staff and develop capability and potential in others	Not applicable
	Inspire Direction and Purpose Communicate goals, priorities and vision and recognise achievements	Not applicable
	Optimise Business Outcomes Manage resources effectively and apply sound workforce planning principles	Not applicable
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	Not applicable

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:
