

| Job Description Form | Clinical Support Nurse |
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| Work Group: | Public Health and Continuous Quality Improvement |
| Work Unit: | Public Health and Continuous Quality Improvement |
| Reports To: | Executive Manager - Public Health and Continuous Quality Improvement |
| Direct Reports: | Nil |
| Award / Agreement: | <i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i> |
| Award Classification: | Administration 5 |
| Approved by CEO: | 14 th June 2021 (Amanda Collins-Clinch) |

VISION STATEMENT

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

MISSION STATEMENT

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Services Model of Care, empowering Aboriginal people to achieve health equality in their communities.

ORGANISATIONAL VALUES

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Member Services and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

POSITION PURPOSE

The Clinical Support Nurse is accountable to the Executive Manager - Public Health and Continuous Quality Improvement (PHCQI). The position is primarily responsible for providing expert clinical governance advice, public health response and continuous quality improvement (CQI) support to Aboriginal Community Controlled Health Services (ACCHS) and key

stakeholders with the aim of supporting and improving the health and wellbeing of Aboriginal people in Western Australia.

The role responsibilities include working closely with the PHCQI team to respond to public health events such as; pandemics and infectious disease outbreaks; clinical governance support including audits, accreditation assistance, data collection, collation and analysis; practice management solutions; adoption of best clinical practice guidelines by the ACCHS, stakeholder engagement for a variety of clinical issues and support the leadership of the PHCQI team.

The role is responsible for providing support to improve the clinical practices of all member ACCHS by promoting continuous quality improvement and will work with other work units within AHCWA to promote and endorse existing programs that provide best practice outcomes and training development. This position will also provide support and mentoring to health professionals in providing a culturally safe environment for Aboriginal clients and communities when accessing health services.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health and Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Given the range of tasks, this position has contact with most WA Aboriginal Community Controlled Health Services.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.
- Liaises with key external stakeholders including the Western Australian Department of Health, Western Australia Country Health Services (WACHS) and Population Health units.

INTERNAL

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.

RESPONSIBILITIES OF THIS POSITION

| KEY RESULT AREA | POSITION RESPONSIBILITIES |
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| PUBLIC HEALTH | <ul style="list-style-type: none"> - Participate in AHCWA's organisational response to pandemics and other key public health events such as COVID-19. - Provide assistance to implement clinical practice changes in WA ACCHS in response to key public health events. - Assist the Public Health Medical Officer to provide advice and support and disseminate accurate updated information to the WA ACCHS in response to key public health events. - Attend and participate in internal, external and stakeholder meetings as and when required. - Assist the PHCQI team to act on emerging issues as they arise in relation to Aboriginal community response to key public health events e.g. COVID-19 Vaccine hesitancy. - Promote and encourage Immunisation service provision in WA ACCHS. - Promote and advocate for Environmental Health changes in health programs development and implementation. - Complete the reporting requirements for any pandemic response with in a timely manner and of a high standard. |
| CLINICAL GOVERNANCE AND CONTINUOUS QUALITY IMPROVEMENT | <ul style="list-style-type: none"> - Provide comprehensive clinical governance support and direction to Member Services to enhance clinical practices and processes. - Provide updates on the changes to best practice guidelines and support Member Services to implement these changes through assistance with development of policies and procedures, resource development in conjunction with the Health Information Officer, and collaborate effectively with Member Services to provide targeted solutions for identified barriers. - Promote the ACCHS Model of Care as the preferred model for culturally safe and effective holistic care. - Assist with the facilitation of the ACCHS Public Health and Clinical Leadership Network. - Provide support to Member Services to imbed continuous quality improvement processes by leading |

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| | <p>CQI collaborative projects, promoting CQI activities and supporting Member Services to initiate and maintain ongoing review of processes and systems.</p> <ul style="list-style-type: none"> – Support Member Services to appropriately access the benefits and incentives under the Medicare Benefit Schedule (MBS) and the Pharmaceutical Benefits Scheme (PBS). – Support clinical practice managers and/or coordinators on clinical management issues and where requested work with ACCHS personnel to resolve the concerns. – Build, promote and maintain effective and collaborative partnerships with key internal and external stakeholders. – Represent AHCWA Member Services as required on relevant advisory groups and committees. – In conjunction with the other relevant members of the PHCQI team support Member Services to understand and implement a range of measures under the Indigenous Chronic Disease Package. – Complete comprehensive reporting aligned with the PHCQI team key performance indicators. |
| LEADERSHIP | <ul style="list-style-type: none"> – In collaboration with the Executive Manager – Public Health and CQI, take a leadership role across the PHCQI team, fostering teamwork and supporting others. – In the absence of the Executive Manager – Public Health and CQI, lead and coordinate team activities and support others in achieving individual and collective goals. – Network, build and maintain strong relationships internally, across AHCWA Member Services and with key stakeholders that fosters collaboration. – Manage competing priorities, maintaining attention to detail and meeting deadlines. – Be willing and able to develop leadership and management skills to progress career growth within the PHCQI team. |
| QUALITY MANAGEMENT SYSTEM (QMS) | <ul style="list-style-type: none"> – Actively participate in the organisation's QMS (LOGIQC). – Identify and participate in CQI activities and apply quality improvement principles to all duties performed. – Complete all assigned tasks within the allocated time frames. |
| OTHER | <ul style="list-style-type: none"> – Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values. |

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| | <ul style="list-style-type: none"> – Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture. – Attend and participate in professional development activities including workshops and training as required. – Participate and comply with all Work Health & Safety responsibilities as per the <i>Occupational Safety and Health Act (WA) 1984</i>. – Identify and assist to reduce Work Health & Safety hazards and risks. – Follow the reasonable direction of Work Health & Safety representatives. |
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POSITION KEY PERFORMANCE INDICATORS

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

| KEY RESULT AREA | KEY PERFORMANCE INDICATORS |
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| PUBLIC HEALTH | <ul style="list-style-type: none"> – Reporting related to pandemic response activities will be completed within a timely manner and of a high standard. |
| CLINICAL GOVERNANCE CQI AND LEADERSHIP | <ul style="list-style-type: none"> – Documented completion of at least two (2) CQI Collaborative activities annually. – Timely completion of all reporting related to National Aboriginal Community Controlled Health Organisation (NACCHO) and Department of Health Western Australia, clinical governance and CQI deliverables. – Network, build and maintain strong relationships internally, across AHCWA Member Services and with key stakeholders that fosters collaboration. |
| QUALITY MANAGEMENT SYSTEM | <ul style="list-style-type: none"> – Ensure all reporting and tasks assigned to this position are completed within a six (6) week period. |

COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

JOB SPECIFIC COMPETENCIES

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Current registration with the Australian Health Practitioner Regulations Agency as a Registered Nurse.
- Relevant clinical knowledge, skills and a minimum 3 years' experience as a clinical practitioner in a primary health care setting.
- Demonstrated project or program management experience in the Not for Profit, Community and/or Health Sector.
- Demonstrated knowledge and application of clinical quality improvement in primary health care.
- Demonstrated knowledge of Aboriginal Community Controlled Health Services (ACCHS) and the service delivery issues facing these organisations.
- Understanding of the social determinants affecting Aboriginal peoples' health status.
- Strong analytical and problem solving skills with the ability to develop strategies, ideas and opportunities to resolve issues in a timely and effective manner.
- Highly effective written and verbal communication and highly developed interpersonal skills including consultation skills and the ability to proactively establish and sustain effective stakeholder relationships.
- Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to details and meet deadlines.
- Well-developed ability to collect, collate, organise and analyse data.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

DESIRABLE:

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- A relevant Public Health qualification and/or the ability to plan, implement and evaluate Public Health initiatives.
- Experience working within the Aboriginal Community Controlled Health Sector and a strong understanding and commitment to the sectors principles.

PRACTICAL REQUIREMENTS:

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences may also be required.

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| ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE |
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I certify that I have read and understand the responsibilities assigned to this position.

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| Employee Name: | |
| Signature: | |
| Date: | |