Position Description

There to care. Here for good.

Position Title:	Enrolled Nurse
Reports to:	Clinical Nurse
Salary / Classification Level:	Health Professionals Collective Workplace Agreement
Reporting to this Position:	Nil

Purpose of the Position

The Enrolled Nurse is responsible for the delivery of care services within their scope of practice to meet the needs of Helping Hand clients. The Enrolled Nurse, in collaboration with the Registered Nurse, is responsible for the coordination and delegation of client care tasks to Care Workers.

Your Team

The Enrolled Nurse works with a range of service staff to ensure high quality, person-centred services are delivered to the client. Enrolled Nurses operate as part of a multidisciplinary team, which can include Registered Nurses, Care Workers, Allied Health Professionals, Medical Staff, Hotel Services Staff, Lifestyles Staff and Administration Staff.

Other Key Relationships

The Enrolled Nurse is expected to develop and maintain professional relationships with clients and their community (family, friends and others).

They will also collaborate and work with other nurses and staff on activities and projects supporting the broader business outcomes.

The Enrolled Nurse forms professional networks with other nurses internally and externally, in particular to support their continued development and professional practice.

Key Outcomes and Responsibilities

Provide high quality client care

- Deliver person centred care to clients, applying professional nursing skills and knowledge within their scope of practice and applying contemporary approaches to in nursing care.
- Support each client's comfort, dignity and privacy.
- Assist and support the Registered Nurse in the planning, implementation and evaluation of nursing and personal care.
- Contribute to the formulation of client care plans in collaboration with other members of the multi-disciplinary team and under the supervision of the Registered Nurse.
- Provide client care in accordance with the care plan, relevant legislation, contemporary care standards and Helping Hand philosophy, policy and procedures.
- Identify and respond to any observed changes in clients' physical, psychological and social needs and communicate these promptly to the Registered Nurse.

- Administer medications to clients within the scope of Enrolled Nurse practice, and in accordance with organisational medication management guidelines.
- Ensure service delivery is aligned with Helping Hand's Principles of Care (below).
- Make sure that client documentation is legible, and that information is accurate and up to date, meeting both legal requirements and client needs.

Provide leadership and work as a team

- Work collaboratively with all service teams to ensure that the client needs are met. This includes supporting effective communication with everyone involved in providing services to the client.
- Carry out and delegate work under the direction of the Registered Nurse.
- Provide effective guidance and support to care workers including fostering and supporting a collaborative team environment.
- Contribute as a leader and team member in creating a positive workplace culture by demonstrating Helping Hand values and code of conduct.
- Support team development and induction of new workers by promoting, encouraging and fostering workplace learning.
- Deliver services in a cost-effective way by using organisational resources carefully and effectively.
- Report all hazards, incidents and accidents through the organisational endorsed processes as soon as practical.
- Use and apply relevant procedures and reporting documentation systems

Professional standards

- Comply with the Nursing Code of Ethics and take action to correct any unsafe nursing practice.
- Comply with the Enrolled Nurse Standards for Practice (Nursing and Midwifery Board of Australia) and demonstrate this in your practice.

Continuous quality improvement

- Let us know about improvements you think might work, and work with us to make them happen.
- Work with others who are trying to improve the workplace and our services.
- Participate in research and policy development within the practice setting.

Personal and professional development

- Helping Hand understands that our strength lies in the care and support that staff show our clients. However, successful and ethical working relationships are based on a clear understanding of what the workers' role is – and just as importantly – what their role isn't. Appropriate relationships with clients are those which recognise that we provide services and keep a separation between personal life and work.
- Participate in Helping Hand's Continuing Professional Development (CPD) Program to maintain contemporary professional knowledge and skills
- Contribute to quality health care through life-long learning and your own professional development.

Carry out other duties consistent with the purpose of the position, as directed by clinical staff or management.

Selection Criteria

Essential

- Diploma of Enrolled Nursing
- Current registration and practising certificate as an Enrolled Nurse with Australian Health Practitioner Regulation Agency (AHPRA)
- Successful completion of the following Units of Education issued by and approved training provider:
  - HLTAP 501C - Analyse Health Information
  - HLTEN507C - Administer and Monitor Medications in the Work Environment
- Ability to communicate effectively and professionally with a range of people including providing instruction to others, client care review and updates, constructive feedback, incident investigation and supporting others
- Demonstrated ability to manage workload, establish priorities and achieve outcomes
- Ability to utilise critical thinking skills for both clinical decision making and general problem solving, utilising a systematic and logical approach and reflective reasoning to ensure quality care and risk management
- Good written communication skills including experience in preparing routine documentation that is accurate, timely and reflects the specific details required to ensure quality care (e.g., care notes, incident reports)
- Demonstrated information technology literacy, with specific skills in the application of health care technology (database) and communication platforms (email, online etc).
- Previous experience in directing tasks and activity to other team members
- Demonstrated ability to work and contribute as part of a team
- An understanding of quality assurance and continuous improvement
- Demonstrated commitment to continual professional and personal development
- Valid NDIS Worker Screening clearance or be willing to obtain one.

Desirable

- Previous experience in the Aged Care sector
- An understanding of the aged care sector and contemporary issues relating to the Aged Care Industry including the Aged Care Accreditation Standards
- Post basic qualifications relevant to aged care
- Current First Aid certificate

Customer Service, the Helping Hand Way

We deliver our service guided by our *Five Golden Standards*

1 We always offer choice.
2 We engage.
3 We speak clearly, politely and respectfully.
4 We deliver on our promises.
5 We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

Compassion

/ Demonstrate your concern for others and do everything you can to help.
/ Recognise and consider people's feelings and circumstances.
/ Treat others with respect, courtesy, care and compassion.
/ Support and value the contribution of other team members.

Respect

/ Recognise and consider people's feelings, choices and rights.
/ Maintain the privacy and confidentiality of others at all times.
/ Conduct yourself with honesty, fairness and integrity.

Excellence

/ Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
/ Take responsibility for your actions and behaviours.
/ Strive to improve the quality of services to our clients and to each other.
/ Go the extra mile in order to deliver the best outcomes.
/ Strive to create new and better ways of doing things.

Community

/ Foster connection with our clients, our teams, each other and our community.
/ Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

/ Make sure you keep your safety and others safety top of mind. Work safe all the time!
/ If you notice someone doing something unsafe, ask them to stop or find a safer way.
/ Do the training we ask you to do, it's for your own and others safety.
/ If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
/ If you report it, be a part of the solution. We need your ideas, solutions and feedback.
/ If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
/ If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
/ If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.