

POSITION DESCRIPTION



Position Title:	Enrolled Nurse -Metropolitan Healthcare Services
Reports To:	Clinical Nurse Consultant
Salary/Classification Level:	Helping Hand Health Professional Collective Workplace Agreement 2016
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 required needs of Helping Hand clients. They will work collaboratively with the client's current and potential support structure (advocates/significant others, team members and external providers) to achieve client goals.

Your Team

The Enrolled Nurse role is within the Metropolitan Division Healthcare Services Team

Other Key Relationships

The Enrolled Nurse will work closely with other members of the Metro Health Care Services team and will work closely with allied health professionals, and other staff across home care services to achieve a consumer centred approach to meet client needs and preferences. In addition, the role is expected to develop and maintain external networks related to community care and support services.

Key Outcomes & Responsibilities

Key responsibilities include:

- / Delivery of and implement optimum standards of quality and safe nursing care that meets the needs of the clients
- / Timely and accurate completion, collation and reporting of documentation in relevant electronic systems to ensure necessary information is available to meet the clients goals, quality health outcomes and safety
- / Attend to treatments, dressings and observations as needed and engage with RN to perform assessments when condition changes or the need arises.
- / Deliver and implement nursing services in line with contemporary nursing practice, Commonwealth and State legislation and regulations, funding guidelines, Helping Hand policies and procedures, local work instructions and processes
- / Ensure all information collected on behalf/related to clients is documented, maintained, utilised and stored in accordance with privacy and consent legislation, Helping Hand

This position description forms part of the contract of employment.

policies and a procedure, best practice principles in clinical documentation, and accurately reflects/records the client care needs/ services delivered.

- / Consult with the Clinical Nurse Consultant or Registered Nurse for clinical guidance and advice

Customer service

- / Use a consumer directed approach to service delivery planning and implementation.
- / Provide all clients and their advocates with the information necessary to enable them to make informed decisions in relation to their health needs and the clinical care components of their agreed support plan.
- / Work collaboratively with other members of the team to develop a multi-disciplinary health and well-being approach to reablement for clients.
- / Assist clients to maintain services within personal budgets by discussing cost implications of nursing supports with clients and client's Service Coordinator.
- / Support Clinical Nurse Consultant to establish, monitor and document processes and standards to ensure excellent clinical customer service to clients.
- / Identify and report opportunities to improve the perceptions, health outcomes and service experience of clients.
- / Identify opportunities for service development and delivery innovation, growth and expansion.
- / Promote open and responsive feedback to monitor and evaluate client satisfaction via the organisation's client feedback and engagement processes. |

Selection Criteria

Essential

- / Current registration and practicing certificate with the Australian Health Practitioner Regulation Agency as a Current Registration with AHPRA as an Enrolled Nurse
- / Has completed the relevant AHPRA Board approved medicine administration education units
- / Ability to work autonomously and under the direction of a Registered Nurse within a team environment
- / Demonstrated high level of interpersonal skills. Ability to initiate and maintain effective working relationships at any level and work collaboratively as part of a team.
- / Understanding of the needs of older people who wish to remain in their own home
- / Demonstrated commitment to continual professional and personal development
- / Excellent verbal, written and electronic communication skills
- / Demonstrated organisational and time management skills
- / Current Police clearance.
- / Certification in Apply First Aid and CPR
- / A current motor vehicle driver's licence and access to a reliable vehicle with a minimum of third party insurance |

This position description forms part of the contract of employment.

Desirable

- / Understanding of consumer directed care
- / Previous experience in an Aged Care work environment
- / Previous experience in community health]



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 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 – 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.

This position description forms part of the contract of employment.