

Registered Nurse, Freeman House – Health Services

Position Description

Directorate:	Vinnies Services
Reports to:	Team Leader, Clinic and Detox – Freeman House
Direct reports:	NIL
Location:	North West Region – within the geographical region of the service package or service.
Primary position objective:	Coordinate and deliver high quality nursing care including detoxification support to clients experiencing alcohol and other drug dependence and / or mental health issues and are at risk of experiencing homelessness.

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Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Registered Nurse, Freeman House will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Provide clinical health care services (including detoxification services) to those presenting with substance dependence, mental health issues and/or at risk of or experiencing homelessness.
- Work with Freeman House management to assess and intake prospective residential clients.
- Manage and maintain access to GP, Podiatry, Optometry, Psychiatry, Metabolic Health, Heart Failure, Smoking Cessation Clinics, mental health support, Detoxification and Care Planning.
- Coordinate, develop and manage appropriate health services for this client group as directed by and in collaboration with Freeman House management including taking part in the development, implementation and evaluation of operational protocols, policies and procedures for the health clinic.
- Liaise with prescribing medical practitioners and chemists.
- Manage the administration of client medications, to ensure appropriate medical regimes are followed.
- Monitor drug and drug records of residential clients in line with Freeman House policies and procedures.
- Supervise and mentor staff with medication assistance responsibilities.
- Assess, plan, organise, evaluate and deliver holistic, quality nursing care in accordance with the Australian Nursing and Midwifery Council's (ANMC) National Competency Standards.
- Document client care accurately and collect and maintain data and electronic health records in prescribed ways.
- Manage clients with challenging behaviours.
- Maintain effective, open communication, consultation and liaison with clients, healthcare team members and all other members of the Freeman House team to ensure continuity of care to clients, and to ensure client needs are identified and their requirements are met.
- Conduct all client interactions in accordance with Vinnies Services' policies and procedures, Client-centred Service Delivery Model and the Society's AOD Model of Care.
- Form therapeutic relationships with clients.
- Maintain confidentiality.
- Communicate effectively both verbally and in writing with clients, staff, and external agencies.
- Maintain client progress in the medical records, and other relevant record systems in a clear and concise way that meet legislative requirements to ensure continuity of safe patient care.
- Maintain effective relationships with a small clinical team as well as the greater Freeman House multi-disciplinary team.
- Work with people from diverse backgrounds including culturally diverse backgrounds.
- Participate in service and staff meetings as required.
- Carry out administrative duties as required.
- Participate in the multidisciplinary care planning and clinical review processes with internal teams as required.
- Actively promote the integration of clients into mainstream community resources, including transition to mainstream healthcare services.
- Actively work with other health care services to facilitate cohesive and comprehensive

healthcare-coordination.

- Participate in multidisciplinary care planning with external teams when required.
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals.
- Participates in regular in-service education.
- Access appropriate resources to enhance skills and knowledge.
- Maintains currency of CPR accreditation.
- Maintain up to date knowledge, skills and practice within risk management, safety and quality frameworks.
- Participate in quality improvement and research activities.
- Participate in the accreditation processes.
- Identify practice areas requiring further research.
- Maintain registered nurse registration and professional standard of conduct.
- Demonstrate the use of clinical skills and knowledge.
- Act as a resource for the client, Freeman House staff, volunteers, community, and health care team.
- Promote evidenced-based practice through the implementation of research findings into clinical practice.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with clients, volunteers and fellow employees
- Demonstrate ability to apply professional and ethical boundaries when dealing with complex situations.
- Effectively manage time and priorities.
- Maintain a safe and secure environment for clients, staff and volunteers.
- Attend mandatory WHS training.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Nursing care is of a high standard.
- Establish and maintain professional and appropriate relationships with clients and/or their families/representatives.
- Documentation of clinical care is recorded accurately, objectively and within a timely manner.
- Effective engagement of members in service.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents in services are minimised.

Key working relationships

In addition to the Team Leader, Clinic and Detox – Freeman House, the Registered Nurse will foster

close working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Conferences.

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **People we Serve Centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Registered General Nurse with a minimum of 3 years clinical experience in a generalist setting.
- Current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA).
- Capacity to communicate effectively both verbally and in writing with clients, staff, management and external agencies.
- Interest in and understanding of issues relating to homelessness and substance dependence/mental health.
- Demonstrated ability to work autonomously and as part of a multi-disciplinary team.
- Comprehensive clinical knowledge, particularly to alcohol and other drug dependency.
- Understanding of and commitment to continuous quality improvements.
- Interest in and understanding of issues relating to homelessness and alcohol and other drug dependence/mental health.
- Ability to prioritise and manage workloads according to client needs.
- Ability to establish and maintain professional and appropriate relationships with residents and/or their families/representatives.

- Demonstrated commitment to maintaining confidentiality.
- Commitment to ongoing professional development.
- Demonstrated capacity to work with people from diverse backgrounds.
- Basic computer skills and proven ability to use health information systems.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience in working with homeless services or community health services.
- Experience in working in Emergency Nursing, the Alcohol and Other Drug sector and/or mental health.
- NSW driver licence.