



## POSITION DESCRIPTION

<b>JOB TITLE</b>	Registered Nurse (RN) – Urgent Care Services
<b>BUSINESS UNIT</b>	UNE Life Health
<b>REPORTING TO</b>	Clinically – GP Clinical Lead, on shift GP - UCS, administratively – Practice Manager
<b>LOCATION</b>	UNE Life Healthcare Centre
<b>CLASSIFICATION</b>	Nurses Award (2020) – <i>Level 5 years to thereafter – dependent on experience</i>
<b>DATE</b>	May 2024

### PURPOSE OF THE POSITION

The Registered Nurse (RN) – Urgent Care Services performs a key role in the Armidale Urgent Care Services team through the provision of healthcare services and support. The UCS core team include the GP, nurse, and reception.

The Urgent Care Service (UCS) is designed to provide short term, episodic medical attention for non-life-threatening injuries and illnesses. It aims to bridge the gap between primary healthcare and emergency departments (ED) by offering extended hours, shorter wait times, and a broad range of services. The Service targets those that typically present to the ED as non-urgent or non- admitted triage category 4 & 5 (See Appendix A).

The Service will receive patients from Healthdirect, and if necessary walk-ins, and treat them through the provision of end-to- end episodic care. Following treatment a discharge summary will be completed to enable the patient to return to their regular GP for ongoing care, or assistance will be provided to ensure ongoing care as is appropriate

As part of the Urgent Care Service’s team, the RN will work within scope of practice and be responsible for identifying patients as being appropriate for the service, triaged promptly and provided with front line care in collaboration with the General Practitioner (GP) – Urgent Care Services.

### ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.



We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided into 5 business units, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre, UNE Health and Armidale Urgent Care Service

The UNE Life Healthcare Centre provides primary and secondary health care services to the University of New England's students, staff and the broader community, developing and maintaining close professional links with other medical centres in Armidale and the region. Located on the grounds of the Armidale Referral Hospital, the Centre is uniquely positioned to cater for the needs of all stakeholders.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.

## UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.



## KEY ACCOUNTABILITIES

### RESPONSIBILITIES

#### Triage

1. Provide comprehensive triage of patients presenting to the UCS.
2. Ensure the triage category selected is appropriate for the presenting illness or injury.
3. Providing triage and emergency assessment of presenting patients as per practice policies and procedures (if applicable).
4. Initiate care activities relevant to triage and presentation.
5. Promptly provide GP UCS triage handover.

#### Direct Patient Activities

6. Complete patient care activities relating to patient's injury or illness as required and as directed by the Health Care Practitioner (HCP)
7. Care activities may include but not limited to;
  - a. Administering vaccinations and providing post-vaccination education.
  - b. Conducting diagnostic tests relevant to presentation and as directed by the HCP.
  - c. Providing wound care, plastering, removal of sutures and education of post procedure care.
  - d. Assisting HCPs in procedures including set-up and post procedure care.
  - e. Cannulate patients and provided IV antibiotics and fluids as directed by the HCP and in line with practice policies and procedures.
  - f. Assisting in suturing wounds (if applicable).
8. Provide health education to patients as required.
9. Provide all care activities within scope of practice and within Service's policies and procedures.
10. Provide medications and organise 'take home' medications as directed by the HCP.
11. Follow all work instructions applicable to the role.

#### Clinical Administration

12. Ensure the UC area is well stocked, clean and all checks completed.
13. Ensure follow-up referrals and documentation are provided to the patient prior to departure from the Urgent Care.
14. Provide high quality comprehensive documentation in all patient files.



15. Ensure all supporting documentation is scanned into the patient file as required.
16. Ensure immunisations go to AIR.

### **Workplace, Health & Safety**

17. Ensure safe working practices, obligations and compliances are adhered to, as per the practice's WHS policy and procedures.
18. Report all incidents, accidents, or injuries within 24 hours to management using the appropriate incident reporting procedure.
19. Identify and report all hazards related to your work processes and working area using the appropriate hazard reporting procedure.

### **Equipment and Supplies**

20. Ensure maintenance of clinical equipment.
21. Maintain stocks of clinical supplies, including correct storage (such as refrigeration), removal and disposal of out-of-date stock and ordering supplies, within budget.
22. Provide input in purchasing relevant clinical equipment and supplies.

### **Compliance**

23. Maintain awareness of current and new legislation to ensure the practice is complying with all statutory and regulatory obligations including infection control, hazardous materials and safe handling/disposal of medical waste, records management, WHS, and accreditation.
24. Ensure relevant personnel are kept informed and changes are made to systems and procedures as required.

### **Infection Prevention and Control Coordination**

25. Maintain the service's systems and processes for hand hygiene, environmental cleaning, spills management, and practice team immunisations in accordance with practice policy and procedure.
26. Ensure the service's waste management complies with local, state, and federal regulations.

### **Professional**

27. Always act within the practice and nursing codes of ethics and at an appropriate level of clinical competence.
28. Maintain awareness of current evidence and research on clinical practices and inform/educate other service staff.
29. Work on quality improvement strategies with the service team to bring efficiency to practice systems, procedures, and clinical outcomes.
30. Work as an inclusive member of the clinical team, providing appropriate mentoring and guidance for registrars, medical and nursing students.



## General

31. Demonstrate organisational values including respect, dignity and cultural safety.

**Note:** *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*

## EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES

- Demonstrate a knowledge of, and compliance with, all relevant legislation and common law obligations affecting nursing.
- Discharge of duty of care during practice including meeting practice standards, and accountability for nursing actions.
- Demonstrate knowledge of policies and procedural guidelines that have legal implications, for example, ensure documentation conforms to legal requirements.
- Practice only within the limits of your educational preparation and competence.
- Identify and respond to unsafe practice, for example, implement interventions to prevent unsafe practice and/or contravention of law.
- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
- Excellent interpersonal and communication skills across all ages and social groups.
- Always be well-presented, friendly, courteous, and obliging.
- Always represent the service in a confident and positive manner.
- High level problem solving and critical thinking.
- Conflict and issue resolution.
- Accuracy and attention to detail.
- Relationship building.
- Undertake all duties in a diligent manner, with honesty and integrity.
- Maintain absolute confidentiality regarding patient and practice information.
- Have a vigilant attitude to accuracy, being prepared to double check, as necessary.
- Ability to work cooperatively and independently and the ability to prioritise and organise.

## KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- Patients
- Community & other allied health professionals
- Pharmacy



- ED personnel
- Healthdirect
- Imaging and Pathology
- Armajun Aboriginal Health
- Translator services (TIS hotline)

Internal Stakeholders:

- General Practitioners (Dr's)
- Practice Manager
- Medical Receptionists
- UNE Life contractors
- UNE Life colleagues
- UNE staff and students

## SELECTION CRITERIA

### Essential

1. Minimum 5 years post graduate nursing experience.
2. Minimum 1 year Emergency experience in the last 5 years.
3. Experience in triage in an emergency setting.
4. Knowledge of current infection control policies and procedures, and knowledge of emergency resuscitation techniques.
5. Experience in immunisation administration.
6. Demonstrated familiarity with the local region, awareness of alternative healthcare services, and tested relationships with various referral pathways (Healthdirect, ambulance, GP's, ED referrals).
7. Demonstrated ability to work independently and as part of a multidisciplinary team.
8. Demonstrated competence in the use of patient management software.
9. Experience with specific social and cultural groups, such as aged care, adolescents, Aboriginal and Torres Strait Islanders, migrant and refugee groups.

### Critical Skills

1. Excellent verbal and written communication skills.
2. Strong computer skills.
3. High level problem solving and critical thinking.



4. Conflict and issue resolution.
5. Planning and organising.
6. Accuracy and attention to detail.
7. Sound clinical knowledge.
8. Relationship building.
9. Time management and prioritization.
10. Ability to work cohesively in a team environment.

### **Desirable**

1. Experience in a primary care setting – with demonstrated organisational and time management skills and an outstanding work ethic.
2. Additional qualifications that demonstrate passion for community health such as having knowledge of diabetes management, asthma management venipuncture.
3. Experience with wound management and assisting in procedures.
4. Experience with minor procedures and treatment.
5. ECG.

## **SPECIAL REQUIREMENTS**

1. Appropriate tertiary qualification and current unconditional registration with the Nursing and Midwifery Board of Australia/ AHPRA as a Registered Nurse.
2. Ability to work weekends and nights if required.
3. Maintain current driving licence and the ability to travel between sites as required.
4. Maintain a current NSW Working with Children Check.
5. Evidence of current immunisation status.
6. National Criminal history check.
7. Maintain current CPR certification
8. Willingness to undertake professional development opportunities offered by HNE LHD, in relation to Urgent Care.

## **POSITION DIMENSIONS**

### Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

### Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented, promoted, and adhered to.



## EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

<b>Signatories</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Staff member			
Supervisor			

