



Position Description

Position Title: General Practice Nurse

Location: Gunditjmara Primary Health Services 3 Banyan Street, Warrnambool, Vic

Pay Rate / Award Nurses Award 2010, RN Level 3 pay point 1, 9.5% superannuation, 17.5% annual leave loading, and salary packaging

Hours of Work: Full time hours working Mondays to Fridays

Term of Contract: 12 months maximum term contract

Reports to: Primary Health Care Manager

Historical Background

The Gunditjmara nation starts at the South Australian border then goes to the foothills of the Grampians, to Pirron Yallock and Gellibrand; this covers the coastlines within these areas. There are many tribes within Gunditjmara nation. Each tribe had their own identity, which was knowing where their boundary lines were on country. These were often recognised by creeks, rivers and small hills.

Gunditjmara people established permanent settlements thousands of years ago, revealing a deep, enduring connection to the land. The Gunditjmara people used the land's natural topography and features to establish permanent settlements and villages along the lava flow near creeks and lakes.

Gunditjmara people gathered food including eels from the rivers and shellfish from the ocean. Places such as Lake Condah, Tower Hill, Budj Bim, Deen Maar and the Framlingham Mission areas are all significant cultural sites for Gunditjmara people that tells the story of our ancestor's way of life, culture and history.

Incorporated in 1982, Gunditjmara Aboriginal Cooperative is an Aboriginal Community Controlled Organisation (ACCO) that provides a range of holistic community health and social support programs, principally to the Aboriginal community and other residents in Warrnambool and outlying areas. We work in close partnership with local government, other health service providers including other Aboriginal Community Controlled Organisations in the Western

District of Victoria, liaising regularly on the provision of health service and social welfare and community support programs.

Overview of the Position

To coordinate and oversee chronic disease management activities of the clinical team and ensure compassionate, effective and efficient delivery of high quality clinical care for patients. This position is funded by the Aboriginal Health Promotions and Chronic Care (AHPACC) Program, a partnership between Gunditjmara Aboriginal Cooperative, Community Health Service (South West Healthcare) and Koolang Muutang (Kirrae Health Service). The Partnership aims to prevent and better manage the high incidence of chronic disease within local Indigenous communities. The two components of the AHPACC partnership include:

- Health Promotion to prevent chronic disease and
- Chronic Care to actively manage people experiencing chronic diseases especially diabetes, cardiovascular and chronic obstructive pulmonary disease.

The General Practice Nurse / Clinical Team Lead manages chronic care patients across the partner agencies and works with other staff to encourage patients' self-management of chronic diseases. A key aspect of the program is the linkage between Community Health's HARP Chronic Disease Management Program and the Indigenous Health Services. HARP provides direct care management of Indigenous people and provides specialist support to Indigenous Health Services.

Key Responsibilities

- Assist health service team with maintaining patient flow to ensure patients are seen timely and efficiently
- Coordinate timely patient calls and completing provider orders such as medication refills, scheduling referral and/or specialist appointments, performing venipunctures and/or finger sticks, completing laboratory forms and performing other tests such as a urinalysis, strep test, EKG, vision screening, pulse oximetry, etc.
- Assist with Triage
- Maintain AHPRA registration and legislated requirements
- Maintain excellent communication and effective working relationships with patients, providers, clinical and clerical team members, the public and the medical community, for continuity of high quality patient care
- Develop and oversee and implement the Chronic Care Planning for Health Service patients with a chronic diseases per AHPACC guidelines
- Liaise with external services, and other agencies involved in supporting patients with a chronic disease such as South West Health Care HARP program, other specialist, allied and general health care providers, linkage between Community Health's HARP Chronic Disease Management Program and the Indigenous Health Services. HARP provides direct care management of Indigenous people and provides specialist support to Indigenous Health Services
- Work with the Nurses, Aboriginal Health Workers, Doctors and other staff in developing and providing General Practice Management Plans, Team Care Arrangements, Home

Medicine Reviews, Telehealth and other care, Community Screening Days and Aboriginal Health Checks

- Facilitate the development of Chronic Disease Support Groups for support, education and development of lifestyle change programs
- Maintain patient and program data collection and ensure that confidentiality of patients is maintained according to agency and legislative requirements
- Provide reports to the project steering committee and the Manager, Primary Health Care Services, as required
- Provide required data to the 'Communicare' system on a daily basis
- Ensure best practice preventative/screening procedures, assist with patient education and community health promotion activities
- Perform all other duties as assigned and within required level of clinical competency according to best practice

Competencies

- Knowledge of electronic medical record and practice management systems, specifically Communicare
- Has the desire to teach and support others and the ability to adjust teaching style to the learning needs of new and current team members to facilitate successful training and mentoring.
- Knowledge of RACGP accreditation standards and assistance in the accreditation process, monitoring at all times
- Knowledge of medical office safety, cleanliness and infection control policies and regulations.
- Knowledge of medical office equipment uses and maintenance.
- Ability to perform work accurately and thoroughly
- Ability to communicate effectively verbally and in writing
- Maintain patient, team member and employer confidentiality
- Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Ability to make critical decisions while following Gunditjmara Health service policies and procedures.
- Ability to pay attention to the minute details of a project or task.
- Ability to adapt easily to changing conditions and work responsibilities.
- Leadership skills and ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Display a positive attitude and is a positive agent for change.
- Work as part of a team and collaborate with co-workers.
- Ability to work under pressure and to complete assigned tasks in stressful situations

Other Duties

- Participate in and attend Gunditjmara organizational meetings as directed by the Manager, Primary Health Services
- Be accountable for the effective and efficient achievement of the key responsibilities of the position.
- Be familiar with and abide by the Gunditjmara policies and procedures including Occupational Health and Safety and the Code of Conduct
- Participate in the Continuous Quality Improvement and Risk Management programmes, and promote compliance with legislation and Gunditjmara policies
- Participate in Gunditjmara Aboriginal cultural awareness training
- Assist with and support internal and external audit processes
- Contribute to monthly newsletter as required
- Provide regular reports on the activities and outcomes of work undertaken, including internal reporting requirements.
- Undertake professional development to increase skills and knowledge
- Other relevant duties within the scope of this role, as directed by the Manager, Primary Health Services

Organisational Requirements:

- Possess a current Victorian Driver's License
- Be able to attain a Working with Children Check card
- Be able to attain a satisfactory employment Police Check
- Meet the Immunisation requirements of the Health Service

Child Safety

Gunditjmara is a Child Safe Organisation and is committed to the safety of children and protecting children from abuse. Pre-employment checks include:

- undergo and attain a satisfactory police check
- be in possession of a current Working With Children Check card
- be able to attain two satisfactory employment references including, attesting to your suitability to work with Aboriginal and non-Aboriginal children