

# POSITION DESCRIPTION



Employer: **UFS Dispensaries Ltd**

Employee:

**Position Title: Supercare Nurse**

Location:

Position reports to: **DIRECT REPORT: Clinical Nurse Manager**

**INDIRECT REPORT: Operations Manager – Primary Care**

Award/Agreement: **Nurses Award 2010 / Nurses and Midwives (Victoria Public Health Sector) Enterprise Agreement**

Date:

## About Us | Organisational Overview

UFS Dispensaries Ltd. is a mutual organisation, owned entirely by its members, with its core focus being to improve the health of its members and the local community. UFS has cared for generations of families in Ballarat and the western region since opening its first dispensary in Ballarat in 1881.

Today UFS owns and operates nine pharmacies in Ballarat, one in Ballan, Bacchus Marsh and Beaufort, two in Gisborne and two in Melton. UFS also operates three pharmacies in Coburg in Melbourne's inner-north, on behalf of another mutual organisation, Friendly Pharmacy (Victoria) Ltd., with these pharmacies operating under the UFS banner. UFS owns and operates three medical centres and other complementary businesses including the Peace & Quiet well-being centre and day spa, and Cherub Gifts.

UFS is a significant local employer of choice with over 400 full-time, part-time and casual staff including pharmacists, dispensary assistants, pharmacy assistants, retail staff, contracted general practitioners, practice nurses, allied health practitioners, beauty therapists and remedial therapists, as well as positions in management, administration, warehouse and delivery.

As a mutual organisation, UFS is a public company limited by guarantee and is governed by an elected Board of Directors. Any profits generated are reinvested in the business, and are used to improve services for its members, offer member discounts, invest in its people and support the local communities in which it operates through its sponsorship and donations program.

UFS Medical encompasses a patient-focused and team-based model of health care, providing the community with access to general practice, allied health services and nursing services across Victoria.

In the UFS Medical Practice model patients are provided with;

- A GP-led, wellness oriented, primary health care system as a necessary pre-requisite to an effective health care system.
- A comprehensive approach to general practice and primary health care that includes health promotion, illness prevention, treatment and care of the sick, community development, advocacy, rehabilitation and population health approaches.
- GP-centered, multi-disciplinary teams, as the main access point of population health initiatives, community development activities and clinical encounters.
- Service integration supported by effective e-health and information technology/information management systems.

- A nurse-led assessment, triage and treatment service of minor conditions during the after-hours period through our Supercare Nursing Service.

### Supercare Nursing Services

The Supercare Nursing Services' model will support a dedicated nurse-led clinic that will be central to a population health approach providing a high-quality health care alternative for individuals that do not require hospital-level intervention.

The initiative will increase community access and enhance the range of primary health care services available in metropolitan and regional Victoria. Through practice systems the Supercare Nurse will triage, assess, treat and/or refer people with sub-acute conditions, promote safety and quality programs and practices, and support a viable Supercare workforce.

The model will take the best of the emerging national experiences regarding primary health care working in conjunction with local hospital emergency departments, emergency services and primary health care providers. This includes;

- A nurse-led, wellness oriented, primary health care system as a necessary pre-requisite to an effective health system.
- A comprehensive approach to triage and primary health care that includes health promotion, illness prevention, treatment and care of the sick, community development, advocacy, and support and population health based approaches.
- A nurse and pharmacist-centered health care team, as the main access point for population clinical encounters.
- Service integration supported by effective e-health and information technology/information management system.

### **About the Position | Purpose**

To provide clinical services to patients during the after-hours period in 24 hours Supercare Pharmacies including triage, assessment, general care, advice and referral to ongoing healthcare providers.

## About the Position | Outcomes and Responsibilities

### Outcome 1 | Clinical and Professional

#### Responsibilities:

- Provide a range of clinical services required by patients presenting to the nurse-led clinic. Perform these duties within the required level of clinical competency according to best available evidence. Clinical specific duties within scope of practice including, but not limited to;
  - Triage
  - Skin conditions and rashes
  - Blood pressure checks
  - Vomiting and diarrhoea
  - Hayfever
  - Insect bites
  - Wound Care
  - Minor cuts, bruises, abrasions and burns
  - Strains and sprains
  - Smoking cessation
  - General health care advice
  - Referral on to treating healthcare providers (GP, allied health professionals, hospital)
- The clinical duties of the Supercare Nurse do not include treating long-term conditions or immediately life-threatening problems.
- Provide patient services including assisting with triage, data management, networking with other providers, planning and management of short-term patient care and advocacy.
- Assist with patient education and health promotion activities to facilitate patient health outcomes.
- Provide support to the Clinical Nurse Manager to develop, implement, review and improve clinical systems that promote and environment of continuous quality improvement.
- Participate in continuing professional and cultural development supporting exemplary team performance relative to the clinic's objectives and the values of UFS, and the Supercare Nursing Service.
- Act within the Clinic and nursing code of ethics, work with an appropriate level of clinical competence at all times, maintain awareness of current evidence and research on clinical practices, and the education of other practice staff.
- Manage patient flow and triage as required.
- Maintain current registration with Australian Health Practitioners Registration Agency (AHPRA) including adherence to mandatory requirements of AHPRA.

### Outcome 2 | Administration

#### Responsibilities:

- Operate administration structures, policies and procedures with a particular focus on providing professional services to patients.
- Maintaining accurate clinical documentation.
- Complete incident reports in accordance with policies and procedures.
- Actively participate in annual performance management program.
- Generation of both systems and manual reports for performance analysis.
- Attend relevant training sessions and programs as required to ensure mandatory CPD requirements are met as per AHPRA guidelines.

### Outcome 3 | Compliance and Legislation

#### Responsibilities:

- Maintain awareness of current and new legislation to ensure compliance with all statutory and regulatory obligations, including cold chain management, infection control, sterilisation, record management, safe handling and disposal of medical waste, storage of medicines, OHS, privacy and confidentiality and accreditation.
- Comply with procedures to meet occupational health and safety requirements.
- Report potential breaches of safety or security to appropriate senior management.
- Conduct work in a manner which is compliant to all relevant industry regulations.

### Outcome 4 | General

#### Responsibilities:

- Purchasing, ordering and management of clinical equipment after consultation with the Clinical Nurse Manager.
- Ensure appropriate storage and maintenance of clinical equipment.
- Adhere to Clinic specific policies and procedures.
- Basic housekeeping including cleaning and Clinic presentation.
- Participate in Supercare team staff meetings and business review processes.
- Apply relevant security procedures.
- Convey an image appropriate to the organisation.

### About the Position | Other Requirements

Undertake other duties as required and directed by the Clinical Nurse Manager and Operations Manager – Primary Care.

Be an Australian citizen, permanent resident, or otherwise have the appropriate working visa/permit.

## About You | Qualifications and Experience

### **Required**

- Division 1 registered nurse with minimum of one year post graduate experience.
- CPR and IEMR trained.
- Current Working with Children's Check.
- Relevant experience in a primary healthcare team.
- Current Australian Nursing & Midwifery Federation membership or similar, including professional indemnity insurance.
- Additional qualifications such as asthma/spirometry education, diabetes education certificate, and other primary health areas.

### **Preferred**

- Nurse Immuniser Qualification.
- Mental health and first aid trained.

## About You | Key Competencies

### **Required**

- Competent in the use of relevant equipment and software to satisfactorily perform the duties of the position.
- A sound understanding of the primary health sector and its relationship to the broader health sector and local community.
- Demonstrated patient-focused approach to service provision including a commitment to the maintenance of absolute confidentiality regarding client and practice information.
- Outstanding interpersonal and communication skills including written, verbal and negotiation skills,
- Work autonomously within a team environment
- A commitment to a continuing quality improvement approach to all organisational activity and an ability to develop the Clinic standards to achieve and maintain accreditation.