

POSITION DESCRIPTION NURSE COORDINATOR

POSITION DETAILS	
Position:	Nurse Coordinator
Reports to:	Executive Officer and Practice Manager
Classification:	<i>Nurses Award 2010</i>
Location:	Tamworth
Special requirements:	<ul style="list-style-type: none"> • Working with Children Check • CPR Qualifications • Current AHPRA registration as an Enrolled or Registered Nurse

Organisational Context

Peel Health Care is an innovative and dynamic GP practice based in Tamworth, Northern NSW. The practice was established in Bridge St in August 2005 by the Directors of North West Slopes Division of General Practice and in June 2009 moved to Peel St as a result of continuous growth and expansion. Since then, the practice has facilitated the delivery of high-quality health care in a friendly and modern environment.

The practice promotes a team approach to good health, with a comprehensive team of professionals. GP registrars, medical and nursing students are taught by the practitioners in the practice. The practice is fully accredited with AGPAL. Our medical practice contains state-of-the-art medical facilities and equipment. We provide nursing, physiotherapy, podiatry, mental health, immunisations, women's health and minor surgeries.

Standards and Expectations

The Nurse Coordinator must adhere to Peel Health Care's standards and expectations:

1. Honesty, integrity, and ethical conduct at all times;
2. Excellent interpersonal and communication skills, including tolerance and the capacity to develop rapport with a wide range of stakeholders;
3. Leading and supporting staff to achieve their highest standard of work; and
4. High levels of motivation, initiative, and innovation.

Position Profile

The Nurse Coordinator at Peel Health Care is responsible for the management and coordination of clinical nursing services at Peel Health Care to support the provisions of high quality medical services and nursing care to patients. They must demonstrate sound leadership and mentoring skills as well as be an organised and motivated individual assuring a steady completion of workloads in a timely manner. The Nurse Coordinator must be patient and flexible, able to work in a collaborative team and adapt to workplace change quickly.

Accountability

The Nurse Coordinator will report directly to the Practice Manager and will be accountable for assisting with all designated activities in line with company policies, procedures, and regulatory and legislative requirements. They will also be expected to operate both autonomously and in a team environment, ensuring they keep the Practice Manager and relevant staff, briefed throughout. They will strive to exceed quality work standards and client service satisfaction levels.

Key Responsibilities

Coordination Duties

- Coordinating a happy and safe environment for Nursing staff and act as a mentor to all Practice Nurses in relation to general practice (clinical setting).
- Provide senior clinical support for complicated patients.
- Assist doctors in providing medical services in an efficient, planned and orderly manner through the integration of nursing services with all aspects of clinic procedures.
- Education, implementation and reinforcement of Medicare item numbers to Practice Nurses, GPs and reception.
- Liaison between Practice Nurses and GPs to encourage and support professional relationships to allow for best patient care (eg. commencing, implementing and monitoring of clinics or projects requested by GPs that involve PNs).
- Identify and apply quality improvement activities and encourage/facilitate nurse awareness in continuing professional development.
- Actively contribute professional judgment and knowledge in the development of clinical practice at a level required for the provision of high quality medical service.
- Ensure the provision of nursing care is consistent with accepted practice.
- Ensure all safe-working policies and procedures are followed to protect the health of patients, staff and the community, including cold chain management and infection control processes.
- Oversee daily co-ordination of treatment areas, including: stock control, sterilization, general maintenance and care of medical instruments and equipment
- Ensure the Emergency trolley and Doctors Bag are kept up to date and in a manner which allows quick and safe access in an emergency situation.
- Coordinate immunisations including the ordering of vaccines, cold chain management and following up of overdue immunisations.

- Coordinating flu vaccine season including the ordering of vaccines and liaising with Private Companies regarding delivery of offsite clinics.
- Coordinate staff immunisations.

Nursing Duties

- Assisting Medical Practitioners in delivering clinical services, including:
 - Patient triage
 - Acute assessment of patients
 - First aid assistance with emergency procedures
 - Suture removal and wound management
 - Assistance with minor procedures
 - ECGs
 - Ear syringing (Accredited Nurses only)
 - Spirometry
 - Blood sugar levels
 - Injection and medication administration
 - INRs
 - Urinalysis
 - Cervical screenings (Accredited Nurses only)
 - Diabetes clinics
- Undertake Health assessments including over 75s, 45-49 year, DVA, ATSI and assisting with workplace and pre-employment health checks
- Improve health outcomes by contributing to and enhancing the management and prevention of ill health through:
 - Identification of key practice patient populations (e.g. diabetics, asthmatics, elderly)
 - Implementing health assessments and care plans
 - Dissemination of patient education such as information leaflets, videos and posters
 - Provision of advice (e.g. medications, contraception, diet, lifestyle)
 - Patient advocacy
 - Understanding of Medicare item numbers
- Adhere to relevant standards and legislative requirements related to:
 - Infection control/sterilization including maintaining procedures for disposal of clinical waste and sharps, ordering of protective equipment and maintaining spills kit
 - Cold chain monitoring
 - Efficient and accurate computerized data entry
 - Workplace health and safety
 - Monitoring/ordering of stock, samples and supplies, including S8 drug register
- Liaise with other care providers to deliver optimal health outcomes for practice patients, such as:
 - Emergency services
 - Medical representatives
 - Community Health centers

- Aged Care Assessment Teams
- Hospital
- Home visiting services
- Provide supervision to employed Enrolled Nurses in line with their scope of practice
- Other duties as required consistent with the Nurse Coordinators skills and qualifications

Administrative Duties

- Assist the Practice Manager in the recruitment of Nursing staff, including orientation and training of new staff
- Monitor reception staff performance and conduct formal staff appraisals and informal coaching as required
- Assist the Practice Manager and Executive Officer in monitoring and maintaining practices activities to ensure continuing eligibility for practice accreditation
- Develop and implement nursing protocols in line with organisational policies and procedures and industry standards.
- Perform data searches within the general practice computer system bettering patient health care.
- Liaise with Practice Manager re nursing expenditure.
- Ensure equipment, facilities and supplies are maintained to allow the provision of elective and emergency medical services in a safe and efficient manner.
- Provide accurate reporting of nursing issues and implementation of programs to the Practice Manager.
- Sign off on nurse timesheets.
- Reporting of equipment failure and issues relating to Workplace Health and Safety
- Participating in meetings, staff training, development programs and performance appraisals
- Strictly observing the principles of confidentiality and security of patient notes and information
- Notify the Practice Manager of any complaints or concerns from both practice staff and Patients'
- Adhere to and encourage Peel Health Care company values at all times

Workplace Health and Safety (WHS):

Contributing to a safe and healthy workplace by:

- Following WHS instructions, policies and procedures;
- Reporting accidents and hazards and addressing potential risks;
- Working to ensure both your own and others' safety; and
- Actively participating in WHS meetings, suggesting improved risk and hazard mitigation.

Prepared by:	HR Consultant – Pinnacle People Solutions
Approved by:	Melissa Hayes, Executive Officer
Date Approved/Updated:	25/2/21
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Employee Acknowledgement

Signed by:	
Print Name:	
Date:	

Selection Criteria

Essential Criteria

- Current AHPRA registration as a Registered Nurse and minimum 5 years post-grad experience
- Demonstrated leadership skills including coaching and influencing to facilitate teamwork and ensure organisational outcomes are met at all times
- Excellent communication and interpersonal skills with ability to develop collaborative relationships with patients, clinicians, stakeholders and the broader practice team
- Demonstrated experience in leading and implementing quality improvement activities
- Strong IT skills including ability to use and analyse data to monitor outcomes and identify improvements
- Sound problem analysis and assessment when managing complex matters
- Demonstrated planning and organising capabilities
- Demonstrated attention to detail with a high level of accuracy
- Adaptable to changing environments with a flexible demeanour

Desirable Criteria

- Previous general practice experience working in a nurse coordinator or leadership role
- Qualifications as a Nurse Immuniser, or willingness to obtain qualifications
- Knowledge of chronic disease management and formulation of care plans
- Experience in the use of Practice Management software such as Best Practice