

Intake Registered Nurse

Position Description



Position Title	Intake Registered Nurse
Division / Branch:	Home Support Services (HSS)
Directly Reports To:	Program Lead
Performance Appraisal:	Program Lead

Organisational Overview

Home Support Services (HSS) is a professional health care provider specialising in providing health care services in the comfort of the consumers own home. We strive to be a leader in home health care, through the use of continuous quality improvement processes to ensure the best possible services. We expect that all staff will contribute to the achievement of the organisation's goals within a friendly, co-operative team environment.

HSS is currently the only community nursing service in Australia that has been awarded National Standards Accreditation with Quality Innovation Performance Limited (QIP).

Position Purpose

At HSS as Intake Registered Nurse you will sit at heart of the delivery of consumer centred health care.

Drawing on your extensive experience, knowledge of private health fund and clinical skills you will be participating and leading a collaborative practice with our liaison teams, community care professionals, program leads and coordinators to ensure consumers receive paramount care and service using delegation, supervision, coordination, consultation and referrals in multi-disciplinary teams to achieve improved health outcomes for consumers.

You are surrounded by likeminded team members who live and breathe a service centric culture by providing an impeccable experience to consumers and stakeholders. Working in a dynamic environment applying your clinical skills, you will think on your feet and problem solve to ensure our consumers are provided with best practice care. Being part of HSS becoming the largest virtual hospital in Australia will mean you will thrive in a fast paced, results driven and ever-changing environment.

Key Accountabilities

Triage and Customer service Coordination	<ul style="list-style-type: none">• Providing rapid response to incoming member enquires• Providing clinical engagement to promote the Rehab at Home program to current and potential consumers• Engaging with key stakeholders to engage and increase referrals• Manage incoming enquires and distribute throughout HSS as required• Provide prompt and outstanding customer services to all consumers, internal and external stakeholders
Clinical Practice and Care Delivery Management	<ul style="list-style-type: none">• Ensures the care management of comprehensive Consumer centred health and takes responsibility for the evaluation of practice based on agreed priorities, goals, plans and outcomes and revises practice accordingly• Engages clients and families in decision making about their care and uses assessment data and best available evidence to develop a care plan and ensure delivery of consumer centered care• Works cohesively with Clinical Professionals to ensure best practice care is delivered• Demonstrates reflective practice that incorporates clinical research knowledge and critical analysis. Demonstrates accountability for own practice, and accepts responsibility for practising within the policies, procedures and guidelines of HSS;• Responsible for the documentation of care, planning, decision-making, actions and evaluations ensuring it is accurate, comprehensive and submitted in a prompt timely manner• Actively fosters a culture of safety and learning that includes engaging with health professionals and others, to share knowledge and practice that supports person-centered care

	<ul style="list-style-type: none"> • Identifies/Escalates and actively manages clinical risks and reports notifiable conduct of health professionals, health workers and others • Escalates clinical concerns to senior staff and clinical leads as required and promptly • Co-ordinates management of Consumer/client care in consultation with the team; actively fosters a culture of safety and learning that includes engaging with health professionals and others, to share knowledge and practice that supports person-centered care • Assess and evaluate Consumer/clients' responses to services providedParticipates in development, implementation and evaluation of procedures and guidelines.
Quality Assurance, Continuous improvement and Clinical Compliance	<ul style="list-style-type: none"> • Ensure compliance according to practices within the philosophy and intent described in the current version of relevant discipline and industry codes, competencies, standards and Acts • Maintains staff and Consumer confidentiality according to professional standards • Complies with HSS confidentiality, security and information policies and procedures • Ensures registration and educational requirements are kept up to date and current with professional registration body (i.e. AHPRA or similar) • Actively involved in accreditation of HSS through all accredited auditing bodies. • Actively assisting in the development and participation in programs, initiatives and organisation of employees to achieve specific accreditation goals • Ensures safe practice and compliance with HSS workplace health and safety processes and procedures, including incident reporting • Contributes to workplace health and safety risk identification and mitigation • Understands responsibilities to self and others in accordance with industry directive and guidelines, Occupational Health and Safety legislation and Home Support Services policies and procedures and acts accordingly • Universal precautions and infection control practices
Operational excellence and continuous improvement	<ul style="list-style-type: none"> • Records and processes clinical and administrative information in an accurate and timely manner. • Ensures data collection is maintained and accurate for area. Ensures education and learning with company IT systems and processes are up-to-date • Actively participates in initiatives and processes of quality improvement • Actively participates in People and Culture initiatives that are designed to improve team performance • Work in accordance with agreed rostered days to ensure adequate staffing levels to provide best practice care
Leadership and Stakeholder Management	<ul style="list-style-type: none"> • Supports clinical team, and acts as role model • Works in accordance with HSS Mission and Goals • Promotes HSS in the Community Health Care Sector • Participates in day to day office management • Liaises with hospitals, doctors, referring organisations and brokered agencies to promote HSS and facilitate services to Consumers/clients
CPD and Resource development	<ul style="list-style-type: none"> • Participates in staff orientation, education, emergency procedure updates and appraisal programs • Develops and maintains professional competence by self education and by participation in relevant external education courses, and by participation in HSS workshops • Participates in mandatory skill competencies training provided by Home Support Services
Stakeholder Management	<ul style="list-style-type: none"> • Liaising with Key stakeholders to engage in referrals • Establish and maintain effective professional working relationships with those contacted in the course of work, including service representatives, Consumers, stakeholders and the general public • Members of the Community health care team, Case Coordinators, Non-Clinical Coordinators, Rostering and Scheduling, Liaisons, Head of Clinical Services External stakeholders

Mandatory role requirements

Mandatory Professional Registration, Qualifications	Professional Registration, Qualifications and Mandatory role requirements <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Degree: Bachelor of Nursing <input type="checkbox"/> Diploma/Certificate <input type="checkbox"/> Post Graduate Degree (Desirable) <input type="checkbox"/> Other (please specify) 				
Essential Experience	<ul style="list-style-type: none"> • Minimum 2 years' experience as a qualified registered Nurse • Experience in Private Health Funding models • Minimum of two clinical references who can confirm performance in the scope of practice within the last 12 months 				
Background Screening/Checks	<table border="0" style="width: 100%;"> <tr> <td style="width: 20%;">South Australia</td> <td>Department of Human Services: <i>Working With Children Check (WWCC)</i>; or <i>Statutory Declaration</i> (if WWCC has been submitted)</td> </tr> <tr> <td>Victoria, NSW Queensland</td> <td><i>National Police Certificate</i> not dated more than 12 months old or <i>Fit2Work – National Police Screening</i></td> </tr> </table>	South Australia	Department of Human Services: <i>Working With Children Check (WWCC)</i> ; or <i>Statutory Declaration</i> (if WWCC has been submitted)	Victoria, NSW Queensland	<i>National Police Certificate</i> not dated more than 12 months old or <i>Fit2Work – National Police Screening</i>
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Compliance, Regulations, Polices, Procedures, Guidelines and Legislation	<ul style="list-style-type: none"> • Current CPR/BLS Certificate • Current Drivers License; • Current Car Registration • Current Car Insurance • Completed Immunisation Declaration • Completion of HSS mandatory competency training • Completion of credentialing- inclusive of 100 points of ID • Provide a statement of service detailing clinical experience • Current unrestricted registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA) • Maintains and manages own Continuous Professional Development Portfolio in accordance with AHPRA standards - www.ahpra.gov.au/Registration/Registration-Standards/CPD.aspx 				

Desirable Skills

- Experience providing hospital and/or community-based services to Consumers
- Experience in providing clinical engagement
- Strong cultural sensitivity with high cross-cultural communication ability
- Demonstrably good judgment, problem solving and decision making in a fast-paced environment
- Strong customer service orientation and relationship management
- Quality Management
- Strong passion and focus for providing care that respects all cultures and experiences, which includes responding to the role of family and community that underpin the health of Aboriginal and Torres Strait Islander peoples and people of other cultures
- Possess strong negotiation and conflict resolution skills
- A high degree of technological ability
- Knowledge of patient management systems
- Analyse clinical data, reports and process improvements
- Communicate clearly and concisely, both orally and in writing
- Ability to work within a team and autonomously
- Excellent interpersonal skills with the ability to work with stakeholders across all levels of the business to meet agreed outcomes and deliverables
- Demonstrated competence in delivering services that ensures that consumers are provided with safe/quality care
- Demonstrated proactive approach to problem solving with a sound decision making capability
- Ability to be flexible with service delivery to support the consumers care needs
- A forward thinker who actively seeks opportunities and proposes solutions