

# RECRUITMENT PACKAGE



## **PRACTICE NURSE/RECEPTIONIST - Emerald After Hours Service Central Queensland Medicare Local**

### **BACKGROUND**

The establishment of Medicare Locals across Australia is a key part of the COAG Health Reform Agenda focusing on out of hospital health care services. Medicare Locals will work closely with the Local Health and Hospital Service established by Queensland Health to direct the operations of hospitals within the region. Medicare Locals have replaced Divisions of General Practice and drive the primary health reform agenda which aims to:

- Make it easier for patients to access the services they need, by facilitating linkages between primary care providers and hospital services.
- Plan and support local afterhours face-to-face GP services.
- Identify where local communities are missing out on services they might need and coordinate services to address those gaps.
- Support local primary care providers, such as GPs, practice nurses and Mental health providers, to adopt and meet quality standards.
- Be accountable to local communities to make sure that primary care services are effective and of high quality.

This means that the Medicare Locals will be involved in areas such as health planning – including the collection and analysis of health related local data - the provision or contracting of specific health services, indigenous health, undertaking health promotion, working with other health providers to develop a coordinated approach to health care particularly services delivered in the community and supporting primary health care providers including GPs and Mental health professionals. This support can take the form of the provision of information, professional development opportunities, networks and support the development of e-health solutions.

While the Medicare Locals will focus on the provision of services to those individuals and communities who have limited access to care as a result of economic stress, distance or the need for specialist care, the Medicare Locals have been tasked with improving health services for all residents of the region working particularly in collaboration with Queensland Health and the major NGO providers.

A small number of Medicare Locals were established on the 1<sup>st</sup> July 2011 and the Central Queensland Medicare Local (CQML) was established on the 1<sup>st</sup> July 2012. In total there are 61 Medicare Locals operating across Australia.

### **CENTRAL QUEENSLAND MEDICARE LOCAL**

The Central Queensland Medicare Local (CQML) has been established through a cooperative process between the Capricorn Division of General Practice and the CQ Rural Division of General Practice. Divisions of General Practice were formed in 1994 with the purpose of assisting GPs in the operation of their practices and while many divisions expanded their remit to include a wider primary health care focus, the work of the divisions was centred around general practice. Medicare Locals still identify general practice as the cornerstone of primary health care, but the work of the Medicare Locals will encompass other primary health care professionals, community health service providers and service planners. All Commonwealth funding has been directed from the CQ Rural and Capricornia Division of General Practice to the CQML from the 1<sup>st</sup> July 2012 and it is anticipated that programs funded from other sources will also transfer and be sought in the future.

[www.cqmedicarelocal.com](http://www.cqmedicarelocal.com)

Level 1, 44a William St Rockhampton QLD 4700  
PO Box 242 Rockhampton QLD 4700  
t 07 4921 7777 f 07 4927 2977

Medicare Locals gratefully acknowledge the financial and other support from the Australian Government Department of Health and Ageing

CQ Medicare Local (ABN 62 150 175 205)

The geographic area covered by the CQML includes Rockhampton, Gladstone, Blackwater, Emerald, Biloela, Calliope, Woorabinda, Springsure and Daringa. The boundaries of the CQML are essentially the same as the Fitzroy Statistical Region and cover just over 101,000 square kilometres with approximately 250,000 residents. Just under 5% of the population are Aboriginal or Torres Strait Islander and many parts of the region are involved in coal mining and associated industries.

The CQML is a not for profit company limited by guarantee and as such is eligible for health charity status. This means that all staff employed by CQML are able to claim the maximum salary sacrifice allowable by the ATO.

## **VISION**

***Partnering to provide innovative solutions to improve the health and wellbeing of the Central Queensland community.***

We will achieve this by:

- linking and bringing together services
- identifying service gaps and working with others to find innovative solutions to fill those gaps
- delivering holistic care
- taking the role of honest broker identifying and sourcing the required service
- making sure services are not duplicated
- establishing and maintaining relationships with key stakeholders including the CQ HHS Board
- leading by example
- establishing sustainable solutions
- being involved in research and gathering evidence to determine best practice

## **Values and Principles**

Our work will be approached through a set of values and underlying principles which will underpin everything we undertake. In caring for our community we need to be:

### *Responsive*

- Our work will always be client and consumer focused and we will value and seek consumer input at all times

### *Innovative*

- We will be open to innovative models of care, cross sector collaborations and be prepared to challenge old ideas and champion new evidence based practices

### *Respectful*

- We will embed cultural practice into all the work of CQML respecting diversity and ensuring access and equity to all the citizens of CQ

### *Accountable*

- We will be honest, transparent and open in our communication both internally and to our community

### *Professional*

- We will have a high level of corporate governance in all our activities, positively representing CQML in our community and with our stakeholders

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## **PRACTICE NURSE/RECEPTIONIST - Emerald After Hours Service**

The role of the Practice Nurse/Receptionist (Emerald After Hours Service) is to perform clinical duties within required level of clinical competency, as well as undertake reception duties for the Emerald After Hours Service. This position is evening and weekend hours and includes patient billings and answering telephone and face to face queries. Will consider job share options to cover shifts.

### **WHAT WE ARE LOOKING FOR:**

#### **Qualifications and / or Experience:**

The successful candidate will hold current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a registered nurse or endorsed enrolled nurse with a minimum of one years nursing experience, preferably in a community-based role. You will also have professional indemnity cover.

#### **Service Delivery:**

You will be able to demonstrate your understanding of the needs of general practice and interest in community-based nursing including patient education and health promotion. You will also have knowledge of diabetes management, asthma management, infection control, CPR and emergency resuscitation techniques, equipment and drugs.

#### **Administration and Knowledge:**

You will also be able to demonstrate your competence in using computers and electronic patient records. Competence in the use of relevant equipment and Best Practice Software is desirable. Training or experience in Medicare item numbers & health funds would be highly advantageous.

Salary Level is \$31.47 to \$35.40 per hour depending on qualifications and experience of the successful candidate. Casual loading will apply.

Full salary sacrifice - \$30,000 grossed up value per FBT year

Superannuation 9%

### **APPLICATIONS**

Applicants will be required to provide an up to date CV and a maximum of 2 pages outlining the skills and experience they would bring to the role with particular emphasis on those identified in this document and the attached position description. Applications close at 5pm on Monday 25th March 2013.

#### **For further information or to discuss the position please contact:**

**Anne Schmidt - After Hours Project Officer Emerald - 0400 242 644**

**Karin Franck - After Hours Team Leader - [kfranck@cqmedicarelocal.com](mailto:kfranck@cqmedicarelocal.com)**

Please submit applications via one of the following methods:

*Post:* Private & Confidential, ATTENTION: CQ Medicare Local Recruitment, PO Box 242, Rockhampton, QLD, 4700

*Email:* [recruitment@cqmedicarelocal.com](mailto:recruitment@cqmedicarelocal.com)

*Fax:* 07 4921 7721

[www.cqmedicarelocal.com](http://www.cqmedicarelocal.com)

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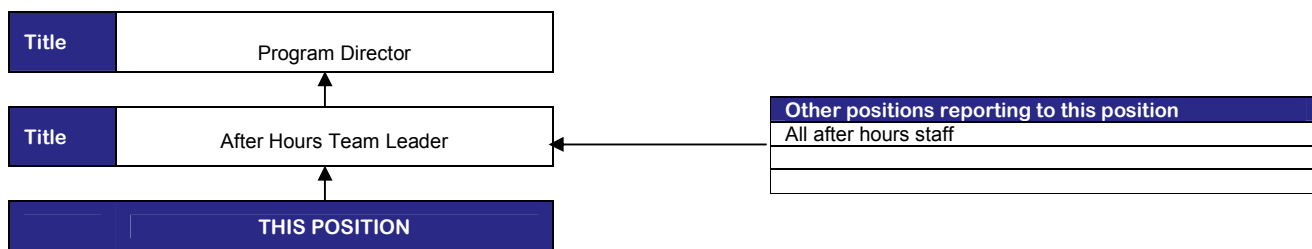
# POSITION DESCRIPTION FORM



## POSITION IDENTIFICATION

<b>Position Title</b>	Practice Nurse/Receptionist
<b>Organisation</b>	Central Queensland Medicare Local (CQML)
<b>Business Unit</b>	Emerald After Hours Service (EAHS)
<b>Effective date of document</b>	28th February 2013
<b>Position status</b>	Casual - Monday to Friday 5.30pm- 9.30pm; Saturday 2.30pm - 6.30pm; Sunday/Public Holiday 9.30am. - 2.30pm. It is expected that staff will work extra time on occasions if this is required to deliver essential patient care.

## REPORTING RELATIONSHIPS



### Positions under direct responsibility:

Title	No. of FTE's Supervised
Nil	
<b>Total FTE:</b>	

## OUR VISION

*Partnering to provide innovative solutions to improve the health and wellbeing of the Central Queensland community. We will achieve this by:*

- linking and bringing together services
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- taking the role of honest broker identifying and sourcing the required service
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- leading by example
- establishing sustainable solutions
- being involved in research and gathering evidence to determine best practice

## KEY RESPONSIBILITIES

The Practice Nurse/Receptionist will:

- Perform clinical duties within required level of clinical competency, including triage, immunisations and other injections, wound management, ECG's and assist doctors with clinical procedures. Maintain clinical documentation.
- Undertake reception duties for the Emerald After Hours Service, including patient billings and answering telephone and face to face queries.
- Adhere to the CQML's Confidentiality policy by respecting in confidence any patient, employee or otherwise sensitive information which becomes available to them during the course of their duties.
- Support and comply with workplace health and safety, anti-discrimination and equal employment opportunity principles and practices.
- Operate within the CQML's Quality Management System Framework, policies and procedures, as well as the Emerald After Hours Service (EAHS) policies and procedures.

## DUTIES

Key Result Areas	Major Activities	Performance Indicators
Service Delivery	<p><b>CLINICAL:</b> Perform clinical duties within required level of clinical competency, according to best available evidence. Explain procedures to patients, providing them with support and reassurance, including:</p> <ul style="list-style-type: none"> <li>• triage, immunisations and other injections,</li> <li>• wound management,</li> <li>• ECG's,</li> <li>• Assist doctors with clinical procedures, and</li> <li>• Maintain clinical documentation as per RACGP Standards</li> </ul> <p><b>PATIENT SERVICES:</b> Assist with triage, data management, appointment book management, diagnostic services, networking with other providers, planning &amp; management of patient care and patient advocacy.</p> <p><b>EQUIPMENT &amp; SUPPLIES:</b> Ensure maintenance of clinical equipment. Maintain stocks of clinical supplies, including correct storage (such as refrigeration), removal of out-of-date stock and ordering supplies. Provide input in purchasing relevant clinical equipment and supplies.</p> <p><b>COMPLIANCE:</b> Maintain awareness of current and new legislation to ensure business is complying with all statutory and regulatory obligations including infection control, sterilisation, hazardous materials &amp; safe handling/disposal of medical waste, records management, OHS, and accreditation. Ensure relevant personnel are kept informed and changes are made to systems and procedures as required.</p> <p><b>PROFESSIONAL:</b> Act within the practice and nursing code of ethics &amp; appropriate level of clinical competence at all times. Maintain awareness of current evidence and research on clinical practices and inform/educate other practice staff. Change systems and procedures to ensure compliance with best available evidence as applicable.</p>	<p>Clinical delivery is undertaken in accordance with the individuals clinical competency and nursing codes and guidelines outlined by AHRA.</p> <p>RACGP Standards 4<sup>th</sup> edition to be met for accreditation purposes</p> <p>Patients presenting to the EAHS are triaged and treated within the times outlined in the EAHS policies and procedures.</p> <p>Equipment and supplies are correctly maintained in accordance with the EAHS policies and procedures. Stock levels are maintained at a level that does not impact on service delivery.</p> <p>Undertake professional development and training as required to ensure knowledge of legislation remains current.</p> <p>No breaches of the code of ethics has occurred.</p>

<b>TITLE</b>	Practice Nurse/Receptionist (Emerald)	<b>EFFECTIVE DATE OF DOCUMENT</b>	28th February 2013
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Key Result Areas	Major Activities	Performance Indicators
Administration	<p>Greeting of patients in Reception, receipting of payments and issue of receipts</p> <p>Appointment book management in consultation with Triage Nurse from ED</p> <p>Financial expedience all patients to pay on completion of consultation</p> <p>Development and review of policies and procedures in line with RACGP Standards, including the active participation in the EAHS accreditation process</p> <p>Reconciliation of EFT receipts and cash at the end of shift, preparation of Banking at end of shift</p>	<p>Reception duties are undertaken daily in a timely manner.</p> <p>Patient appointments flow in a timely manner and patients are informed if Doctor is held up</p> <p>Accounts issue not preferred option.</p> <p>Policies and procedures are developed, implemented and regularly reviewed to ensure compliance with the RACGP Standards.</p> <p>Completed, Balanced and float ready for next shift</p>
Promotion of the After hours programs and CQ Medicare Local	<p>Positively promotes the CQ Medicare Local and its activities to the various stakeholders.</p> <p>Develop and distribute relevant promotional materials and resources about the After hours programs.</p> <p>Disseminate information to promote the uptake of After hours programs to local general practice and other stakeholders.</p>	<p>Ensures timely responses to enquiries from GPs, allied health, stakeholders and internal team members. Promotes CQ Medicare Local and programs to GPs and relevant stakeholders, including contributing to CQ Medicare Local's regular publications.</p>
Code of Conduct	<p>Workplace behaviour follows the standards set out in the CQ Medicare Local's Code of Conduct as outlined in the Quality Management System, including:</p> <ul style="list-style-type: none"> <li>• Rapport built with team members</li> <li>• Willing to support others and adjust their workload appropriately</li> <li>• Actively participating in team discussions/meetings.</li> <li>• Punctual to all work commitments</li> <li>• Undertakes forward planning and prioritisation of tasks against contractual obligations</li> <li>• Demonstrates accountability for their actions whilst consistently delivering a quality service and producing accurate work with an emphasis on attention to detail</li> <li>• Maintains strong work ethic and actively supports the organisations vision</li> <li>• Works autonomously, efficiently and demonstrates self motivation reflecting a positive attitude</li> <li>• Initiative is used to identify and resolve problems appropriately through creative/lateral thinking</li> <li>• consideration is undertaken of all aspects prior to recommending and implementing identified solutions</li> <li>• Demonstrates a working knowledge of the policies and procedures as outlined in the Quality Management System</li> <li>• Is pro-active in complying with the Quality Management System and refers to the Quality Management System when unsure of policies and procedures</li> <li>• Uses initiative to identify improvements to processes and is flexible and tolerant to change</li> <li>• Demonstrates working knowledge of health and safety responsibilities, identifies safety risks and encourages safe working practices</li> </ul>	<p>No breaches of the Code of Conduct have occurred</p>
Team work/focus		
Reliability, Functionality, Organisational and Time Management skills		
Demonstrates high work ethics, works autonomously and provides a high standard of work		
Problem Solving		
Understanding of Policies and Procedures		
Workplace Health and Safety	<p>Adheres to CQ Medicare Local's Confidentiality policy by respecting in confidence any patient, employee or otherwise sensitive information which becomes available to them during the course of their duties</p>	<p>No breaches of the CQ Medicare Local's Confidentiality policy have occurred</p>
Other Duties as Required.		

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### APPOINTMENT CONDITIONS

<b>LOCATION</b>	<ul style="list-style-type: none"> <li>Position will be located in the Emerald After Hours Service at the Emerald Hospital 69 Hospital Road, Emerald.</li> </ul>
<b>SPECIAL CONDITIONS</b>	<ul style="list-style-type: none"> <li>Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a registered nurse or endorsed enrolled nurse.</li> <li>The ability to be flexible with working hours, which reflect the need to work with a variety of stakeholders.</li> <li>Current Drivers Licence.</li> </ul>

### CERTIFICATION

- (i) The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the position.

**AFTER HOURS TEAM LEADER**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**PROGRAM DIRECTOR**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

- (ii) As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

NAME	SIGNATURE	DATE APPOINTED	DATE