



## Position Description Medical Practice Nurse

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Title:	Practice Nurse
	World Wellness Clinic
Hours:	Full time - ongoing
Reports to:	Managing Director
Award:	Nurse Award 2010
	Registered Nurse level 4
	\$43.56 - \$49.40 per hour
	Generous salary sacrifice packaging available

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### **Organisational Background**

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Stones Corner, Brisbane. WWG operates the World Wellness Clinic which specialises in equitable healthcare for clients from culturally and linguistically diverse backgrounds, including vulnerable and disadvantaged migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most vulnerable members in our community. World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

### **World Wellness Clinic**

The World Wellness Clinic is a bulk billing GP clinic run by World Wellness Group as part of its social enterprise arm. Run by a dedicated group of GPs and practice staff, with a mission of universal health care access, the clinic provides essential healthcare to disadvantaged population of migrants, refugees and people seeking asylum as well as people from the local community.

### **Position Objective**

This position offers a great opportunity to work at the forefront in delivering innovative, culturally responsive and safe primary health care. As the registered nurse at the clinic you will be responsible for the delivery of practice nursing services and care to the culturally diverse practice population. You will deliver care within your scope of practice, focusing on



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supporting patients to be healthy, monitoring of long-term conditions, health prevention and screening activities. You will work collaboratively with the General Practice team to meet the needs of patients, supporting the delivery of policies and procedures, and providing nurse leadership as required. In the conduct of your duties, you will demonstrate our core values of compassion, innovation, and clinical excellence at all times.

Specifically, the position will:

- Deliver advanced level clinical nursing care
- Work at an advanced level of autonomous clinical and professional nursing practice
- Support the team in the provision of safe and primary health care through exemplary nursing standards
- Apply professional and clinical expertise in collaboration with multi-disciplinary stakeholders.
- Remain up to date with current primary care nursing evidence-based practice trends

## **Organisational Relationships and Accountability**

Position reports to: Managing Director

Supervision of: Student nurses

Internal liaison: GPs and WWG staff and practitioners

Award: Nurse Award 2010

External liaison: Clients and their families/carers, external agencies and services, government, NGO and private health and mental health, social and community services

## **KEY RESPONSIBILITIES**

The key responsibilities in this role center on

- your capacity to deliver nursing support to the clinic's GPs
- your capacity to manage the administrative components of the practice nursing role
- your capacity to manage a clinical governance tasks

We are looking for a nurse who is

- Able to provide clinical care and support to clients in a culturally sensitive way with an understanding of acculturation, trauma and psychological stressors arising out of migration, seeking asylum, the covid-19 pandemic and other social circumstances.
- Able to participate and contribute to interdisciplinary team processes
- Able to utilise high-level oral and written communications skills, including the ability to write and review case notes, care plans, record service delivery through case notes, complete reports and any other necessary documents within strict timeframes.
- Able to contribute to the development of service planning, service delivery and service evaluation, within the frameworks established by WWG.
- Able to carry out any other relevant duties as directed by the Leadership Team



## Core responsibilities

- Identifying patient care requirements by establishing personal rapport with new and existing patients and their careers, family members or other support persons.
- Use interpreting services where needed
- Providing best practice nursing care to patients
- Developing proactive, and patient-focused care plans, team care arrangements and health assessments
- Participating in, and where appropriate, leading practice quality improvement initiatives
- Participating in, and contributing to, regular team meetings
- Aiding GPs as required during treatment, examination and testing of patients
- Administering vaccines with appropriate supervision and support
- Prioritising health problems and intervening appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care
- Providing excellent care by adhering to and following requisite standards as directed by management
- Operating, storing and where appropriate, sterilising equipment in a safe and secure manner in accordance with the manufacturer's instructions
- Maintaining safe and clean working environment by complying with policies and procedures
- Protecting patients and employees by adhering to infection control policies and protocols, medication administration and storage procedures, and controlled substance regulations
- Maintain safe and clean working environment by complying with policies and procedures
- Maintaining continuity by documenting and communicating actions, irregularities and continuing needs
- Maintaining nursing supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; using equipment and supplies as needed to accomplish job results
- Maintaining a cooperative relationship with other practice team members by communicating information; responding to requests; building rapport; participating in team problem-solving methods
- Contributing to team effort by accomplishing related results as needed
- Maintaining strict patient confidentiality

## Other areas of responsibility

- Delivering opportunistic health promotion
- Conveying pertinent instructions and information to the patient;
- Promoting patient's independence by answering questions
- Fulfil other duties as required by management and other departmental personnel as requested/required.



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## Human Resources

- Contribute to building a culture of engagement and respect
- Value cultural diversity and other individual differences in the workforce
- Ensure team members are treated in a fair and equitable manner.
- Comply with all EEO obligations and responsibilities.
- Build capacity and skills in the multicultural peer support workforce
- Empower team members and recognise and reward their contributions.
- Contribute to collaborative team issues and resolve grievances.

## Confidentiality

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that the Practice's staff will respect their privacy and act appropriately; accordingly the practice considers it imperative that you do the same.

In the performance of the duties outlined in this job description, you may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. You may also have access to information relating to the practice as a business. All such information from any source is regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the Privacy Act 1988 (Cth) and the practice's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

## Operational functions

- Participate in any organisational technology changes.
- Participate in continuous improvement of workflow processes and procedures.

## General Responsibilities of All Staff

- Comply with the World Wellness Group's Code of Conduct, as well as any Code of Conduct of your professional association
- Comply with confidentiality requirements of World Wellness Group, as well as the Privacy Act 1988 (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws (including the Anti-Discrimination Act 1991 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth) and Age Discrimination Act 2004 (Cth)) by treating staff and clients with respect and without bullying and/or harassment
- Deliver effective use of World Wellness Group's resources within level of responsibility of your position



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## Occupational Health and Safety

- Comply with Work Health and Safety Act 2011 (QLD) duties by maintaining a safe working environment for yourself, ensuring you do not put yourself at risk of harm or injury
- Maintaining a safe and supportive working environment to protect others (staff, volunteers or clients) at risk of harm or injury
- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others (staff, volunteers or clients) at risk of harm or injury

## Required Competencies

- **Compassionate:** the ability to show and communicate empathy with diverse backgrounds patients
- **Agent of connectivity:** between different disciplines within the practice, patients and clinicians, administrative staff and GPs, and community and hospital setting
- **Problem solver:** solving problems that arise on a day-to-day basis, such as managing high patient demand on busy day supporting receptionists' decision-making, solving issues with practice software systems and sourcing information such as referral options
- **Patient-focused:** committed to providing an exceptional patient experience across all channels – written, phone and face to face.
- **Innovative:** the ability to contribute actively and present ideas for improving the way in which World Wellness Health Clinic cares for its team, its patients and its community
- **Clinically Excellent:** the willingness to pursue continued professional growth and development, always be learning, and deliver evidence-based, best practice care
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience, especially in multicultural workplace environment
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Energy, commitment and drive:** dedication to the role; willingness to show flexibility when required; enthusiasm for the role and company development.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

## KNOWLEDGE, SKILLS, AND ABILITIES

### Applicant requirements

#### a. Essential

Current unrestricted Registered Nurse registration with the Australian Health Professionals Regulation Agency (AHPRA) with clinical experience working in the primary health care sector



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- Demonstrated ability to work collaboratively in a team environment and availability to occasionally work outside standard business hours
- High level oral and written communication skills. Including the ability to write professional case notes and brief intervention plans, complete reports and other relevant documentation within set timeframes
- Demonstrated understanding of the role of client self-determination and strengths-based frameworks within a social justice context
- Well-developed interpersonal skills with the ability to effectively communicate, negotiate, apply problem solving and conflict resolution skills, and engage others.
- Well-developed time and self-management skills and ability to work with limited supervision, whilst working as a member of a team
- Current CPR training (within the last 12 months)
- A current Blue Card and Police Check or willingness and ability to apply

## **b. Desirable**

- Post graduate qualifications
- Previous experience in a cross-cultural setting
- Language(s) other than English



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**Applicant acknowledgement:**

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing this position.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ /  
20\_\_