

# Registered Nurse & Clinical Facilitator

## Position description

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<b>Position title</b>	Registered Nurse & Clinical Facilitator
<b>Classification definition</b>	Social and Community Services (SACS) Employee TBA
<b>Status</b>	Full Time or as negotiated
<b>Location</b>	Multicap Tasmania
<b>Classification level</b>	SACS Level TBA
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Industrial Agreement</b>	Tasmanian Disability Services Industry Multi Employer Enterprise Agreement 2011
<b>Reporting to</b>	Executive Manager Quality and Practice Leadership
<b>Date approved</b>	May 2022

## Working environment

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### Code of conduct

All employees must abide by the Organisational Code of Conduct and the NDIS Code of Conduct.

### Work health and safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

### Performance review

Performance reviews will be conducted using the organisation's Performance Management Process.

## Position summary

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This position forms part of the Quality and Practice Leadership Team. Members of this team are responsible for and accountable for specific responsibilities and assigned staff. Additionally, members work collegially with other members of the Management Team and across the organisation to ensure the provision of high quality and efficient services.

These roles require the key organisational and service skills which include being pro-active, responding quickly to identified issues, managing all stakeholders (internal and external) effectively and being able to effectively communicate and build confidence in Multicap as an organisation. Occupants of this role will be required to develop, implement, monitor, and report on Operational Plans for their assigned responsibilities, and do this within a detailed understanding of contemporary service delivery within a person centred services environment, including but not limited to a detailed understanding of the National Disability Insurance Scheme.

At this level, the employee is required to operate under limited direction and exercise managerial responsibility for various functions within the organisation, which includes;

- proactively leading organisational change within an assigned area of responsibility through the development, implementation, monitoring and reporting of approved operational plans
- being involved in establishing and implementing operational procedures which support the effective and efficient management of organisational resources, and the provision of a safe working environment for staff, visitors and clients
- being involved in the formalisation/establishment of programs, procedures and work practices within the organisation and is required to provide assistance to other employees and/or departments,
- being responsible for decision-making and the provision of expert advice to other areas of the organisation, with the expectation to undertake coordination of major work initiatives with a good understanding of the long-term goals of the organisation,

Our Registered Nurse & Clinical Facilitator plays an integral role in the success of our services and the achievement of our mission and organisational objectives. They recognise the right of people with disabilities to inclusion, participation and self-determination. Their professional & personal values align with those of Multicap Tasmania and this is demonstrated in their work on a daily basis.

Our Registered Nurse & Clinical Facilitator communicate in a professional manner, which enhances the core values of Multicap Tasmania. They take responsibility for the timely provision of advice and assistance and build long term effective working relationships.

## Service objectives

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To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment
- Efficient follow through of any tasks until completion or as otherwise agreed with by the site coordinator or delegated staff
- Consideration, understanding and respect for clients and their families
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs

## Level of responsibility

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Employees at this level will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to exercise a degree of autonomy, with delegated authority to undertake require projects and/or functions; and assisting in liaison and coordination with other services and programs whilst assisting in interpretation of matters for which there are no clearly established practices and procedures although this will be undertaken under limited guidance of the employee's immediate supervisor.

## Supervision

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The employee at this level works under limited directions, may operate within established routines, methods, standards and procedures or may be required to develop new routines, standards and procedures and is expected to exercise initiative.

The employee will liaise and collaborate with their direct manager, senior behaviour support practitioner and peers/ from their relevant professional body.

The employee is responsible for managing time, planning, and organising their own work and meeting organisational deadlines as and when required.

The employee at this level may be required to supervise employees and/or volunteers.

## Primary Objectives

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- To provide ongoing training and development opportunities, including assessment of competency, in required mandatory training components for our Disability Support Workers, including training in Medication Management and Administration, and High Intensity NDIS Supports (see separate document – NDIS High Intensity Supports – as amended from time to time by the NDIS Quality and Safeguards Commission).
- To work in a multi/trans-disciplinary model with a range of allied health professionals to provide a holistic and integrated approach to supports for Multicap Tasmania clients.
- To provide clinical advice and guidance to individuals, families and support staff, for clients receiving support from Multicap Tasmania.
- Works collaboratively within our Staff Development team as well with our Registered Training Organisation to operationalise and support the formal education programs.
- The provision of community nursing support services.

## Key Accountabilities (and Key Performance Indicators)

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### Professional Practice

1. Provides safe and competent services to meet the requirements of the NDIS Quality and Safeguarding Practice Standards and in accordance with the Nursing and Midwife Board of Australia (NMBA) codes and guidelines for registered nurses.
2. Demonstrates and maintains high level clinical knowledge and skills to facilitate learning
3. A commitment to a safe work environment.
4. Understands and adheres to relevant legislation, policies and procedures.
5. Actively demonstrates the ability to debate, negotiate, resolve conflict, and handle sensitive and complex issues.
6. Assumes local level accountability for students during training and assessment activities.

### Critical thinking and analysis

1. The ability to assess the support needs of our clients, and provide appropriate clinical advice and direction to our Disability Support Workers and management to achieve improved health outcomes for our clients, particularly those living in a Supported Independent Living setting.
2. Provision of timely advice and support to resolve missed care.
3. Maintains accurate and objective documentation of staff progress in accordance to required learning and development requirements.
4. Undertakes clinical assessments and evaluates staff competency against the NDIS Quality Standards and/or RTO requirements.
5. Assists with design and implementation of individual learning and assessment plans.
6. Provides informal and formal structured feedback to staff in relation to their performance in practice.
7. Actively contributes to improving the quality of support services within Multicap Tasmania.

### **Provision and coordination of care.**

1. Maintains currency of knowledge related to National Safety & Quality Health Service Standards (NSQHSS).
2. Demonstrates commitment to person-centred care, evidence-based practice, clinical innovation, and available research to implement improvements to the delivery of care.
3. Where directly providing care assumes responsibility for quality of care and acts to resolve missed care.
4. Provides support to clients and their families/significant others in the planning and implementation of care under direct and indirect supervision.

### **Collaborative and therapeutic practice:**

1. Leads, supports and promotes a learning culture by encouraging reflection and professional development.
2. Assists staff to maintain professional standards.
3. Interacts effectively with others to facilitate the provision of patient centred care.
4. Participates and contributes to a learning environment, through continuing education and professional development.
5. Promotes cooperation, teamwork and understanding in undertaking nursing practices for effective health care outcomes.
6. Assists and provide feedback relating to the performance development of learners.
7. Actively participate in and contribute to the organisation's Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### **Key Performance Indicators (KPIs)**

- Based on Key Tasks, developed annually as part of the Operational Planning process.
- High quality staff training- provision of training to staff which meets the competency requirements of the NDIS practice standard and RTO requirements
- High quality client support - Provision of high quality client support - client's needs are met as detailed in their support plans
- Documentation - Provide feedback on individual client's health issues and progress with program activities through designated reporting mechanisms.
- Confidentiality - The dignity of clients and their confidential information is maintained.
- Compliance - Organisational policies and procedures are adhered to, including the Code of Conduct
- WHS – Active contribution to maintaining a safe working environment
- Contribution to team - Participate in team based and other service co-ordination processes, including de-briefing, team meetings, staff development Initiatives, collaboration with colleagues in client group program activities, training sessions and workshops.

- Self-Development – Actively participate in self development activities.
- Multicap Tasmania is focussed on measuring performance and recognising when you do a great job.
- Our formal performance assessment process includes an annual performance appraisal by your Team Leader / Coordinator / Manager.
- You will also be encouraged to play an active role in ongoing, informal reviews of your job performance.

## Core Requirements

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- Working knowledge of human rights based approaches in the disability sector, including policy and legislative requirements relating to Restricted Practices.
- Utilise a strengths-based, futures focussed framework in work with customers, families and service partners.
- Provides guidance and information to less experienced staff within area.
- Uses a broad network of contacts to resolve work issues.
- Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.
- Uses thorough and advanced professional competence to support customers with problem solving and decision making about their needs and expectations.
- Understands scope of service offerings and can negotiate within boundaries.
- Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements.
- Interacts positively and professionally with stakeholders.
- Uses understanding of relationships and needs to recommend changes to approach.
- A detailed understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role.
- Exercises initiative and judgement, under guidance, to creatively improve service or product offerings.
- Is adaptable and resourceful. Understands organisation processes and quality principles and applies improvement methods.
- Identifies and mitigates risks.
- Works effectively with volunteers.
- Takes on board, accommodates and accepts feedback.
- Follows Multicap policy and practice manuals and code of conduct.
- Follows and implements workplace health and safety guidelines and instructions.
- Undertakes administrative tasks necessary for the role including maintaining appropriate documentation and the use of Multicap systems.
- Adopts personal accountability in own role and reports concerns/incidents or breaches in practice.
- Actively adapts, accepts and is willing to change within the context of the job role and wider organisation or community changes.



## Selection criteria

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### Essential

1. A relevant qualification and ongoing registration as a Registered Nurse.
2. Proven ability to assess, plan, implement and evaluate clinical supervision for learners (staff).
3. Knowledge and understanding of contemporary teaching and learning principles.
4. Demonstrated ability to participate in workplace quality activities, research, projects and/or programs and the ability to apply contemporary evidence to practice toward improving standards of health care.
5. High level written and interpersonal communication skills, with proven ability to function effectively within a multi-disciplinary context.
6. Demonstrated ability to manage and prioritise competing priorities with a history of achievement of results.
7. Excellent documentation and record keeping skills

### Desirable

8. Currently hold a Training and Assessment (TAE) qualification (this will be a requirement to complete if not already held)
9. Experience working with individuals, families and children with a disability
10. High level time management and case load management skills
11. An ability to use electronic case management and reporting tools and experience using Word and Excel
12. An ability to work autonomously as well as part of a team
13. Ability to travel and work independently and away from home;

### The following are mandatory requirements

14. Current Tasmanian Driver Licence
15. Current First Aid and CPR certificates
16. Current Registration to Work with Vulnerable Persons ('Working with Children' Check)
17. Certificate of Completion of the 'Quality, Safety and You' - NDIS Worker Orientation Module

## Signatures

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### Signed for and on behalf of the organisation

Name \_\_\_\_\_

Signature \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_



**The employee**

I acknowledge that my duties and responsibilities are as outlined in this position description.  
I further acknowledge that my duties may be varied from time to time.

**Name** \_\_\_\_\_

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

**Position** \_\_\_\_\_

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