

Position Description

Position Title	Nurse Practitioner - TCP Residential In Reach
Position Number	30101256
Division	Clinical Operations
Department	Residential In-Reach
Enterprise Agreement	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024.
Classification Description	Nurse Practitioner
Classification Code	NO1-NO2
Reports to	Manager TCP/GEM@Home/RITH/RIR
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year

Residential In Reach

Residential In-Reach (RIR) is a seven day a week service focused on maintaining people within their home, in this case Residential Aged Care Facilities (RACF). The program aims to decrease avoidable presentations to Emergency Departments (ED) from RACF by providing alternative care for relatively simple clinical procedures and acute and aged related conditions. Staff will also follow-up patients who have presented to the emergency department to assist in preventing representation, or the need for inpatient admission if possible. It also focuses on improving and increasing the availability of clinical support for staff in aged care facilities. It is recognised that the aged client has fewer emergency department presentations and complications if simple acute conditions, procedures and aged related issues are managed in their own environment by clinical staff that have extensive knowledge of aged related issues.

The Sustaining Residential In Reach Project

The 2023-2024 state budget committed \$11.7m over three years to sustain RIR activity with the aim of maximising opportunities for residential aged care residents to receive care where they live, increasing opportunities to provide post hospitalisation support for those aged care residents at risk of unplanned readmission.

In year 1 of the Project, it was identified that RIR services across the Loddon Mallee would benefit from the support provided by a Nurse Practitioner (NP) via a Telehealth Consultative Pilot. Hence, year 2 Project funding will see the NP led Telehealth Consultancy Model Pilot operationalised. This Pilot will commence October 1, 2024 until June 30, 2024 and will test the feasibility of a telehealth Nurse Practitioner consultancy model to improve clinical care at a local level and in doing so reduce readmission and unnecessary transfer of care. If successful, the pilot will look to successfully continue into Year 3 of the Sustaining Residential In Reach Project (2025/26).

The Position

This Regional Nurse Practitioner position is a part of the Sustaining Residential In Reach Project 2024 Telehealth Nurse Consultancy Pilot.

The Nurse Practitioner will function autonomously and collaboratively in an advanced and extended clinical role through the use of telehealth consultations with Residential In Reach teams across the Loddon Mallee Region to provide high level clinical assessment support. The Nurse Practitioner operationally reports to the Manager of the RIR program, professionally to the Chief Nursing Officer, and will be provided clinical governance support and ongoing mentoring from a Geriatrician within the Continuing Care division.

The NP will deliver telehealth support for Residential In Reach teams to support patient-centred care, operating within a nursing model of holistic practice and maintain a focus on best patient outcomes.

Responsibilities and Accountabilities

Key Responsibilities

This position is accountable/responsible for the following:

- Provide clinical and professional leadership ensuring standards of care are developed, maintained and continually improved across aged care facilities in the Loddon Mallee region.
- Provide timely and comprehensive regional telehealth assessments of eligible clients, and with Residential in Reach team involvement develop a supportive care plan that facilitates client empowerment and commitment to active participation in their healthcare.
- Provide consultancy and support for RIR services with the Loddon Mallee region.
- Ensure that care is delivered in the right place at the right time for the client.
- Requiring minimal supervision, provide and manage a complex caseload across the Loddon Mallee region.
- Coordinate the delivery of a quality, responsive service to aged clients and their carers who present to the ED or who are identified in residential care facilities by GPs, aged care facility staff or ACAS as being at risk of hospital admission or ED attendance.
- Offer support, information and health education that is culturally relevant to clients and relatives/carers.
- Respond to clinical changes in the client's condition as informed by telehealth communication from Residential in Reach team staff.
- Communicate effectively about treatment options, tailoring your approach to address the unique needs and concerns of each patient.
- Build strong relationships with clients, demonstrating exceptional listening skills to identify and address their needs.
- Refer to other service providers such as the Aged Person Mental Health Program and Palliative Care Services.
- Collaborate with our healthcare team to provide integrated care, ensuring a seamless patient journey.
- Stay up-to-date on industry trends, treatment offerings, and company updates, leveraging this knowledge to enhance patient care.
- Provide constructive feedback to the healthcare and patient relations teams, identifying areas for improvement and contributing to the ongoing development of patient care strategies.

Organisational Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required.
- Participate in staff development and training as required.
- Participate in service development as required.
- Align with to Bendigo Health values in all aspects of the role.
- Maintain accurate records, statistics and reports as needed.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. AHPRA registration as a Nurse Practitioner with the Nurses and Midwifery Board of Australia.
2. Have successfully completed a Master of Nursing – Nurse Practitioner or equivalent.
3. Experience in telehealth consultations, and therefore equipped with the knowledge of current telehealth technology and requirements for online assessment of clients.

Desirable

4. Demonstrated critical thinking, with advanced clinical assessment and patient management skills.
5. Current experience working within acute, subacute, community and/or residential aged care environments.
6. Demonstrated ability to communicate effectively with patients, visitors and staff at all levels within the organisation.
7. Strong understanding of the impact of hospitalisation on older people, with the ability to recognise and respond to changes in the client's ability to maintain functional independence.
8. Demonstrated capacity to function independently and as part of an interdisciplinary team.
9. Demonstrated awareness of current issues and trends in clinical nursing, specifically in the aged care sector.
10. Sound time management and prioritising skills.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association (where applicable). For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.