



## Durri Aboriginal Corporation Medical Service

ABN 52 730 046 875 ICN 27

Phone: (02) 6560 2300  
Fax: (02) 6562 7069

15 – 19 York Lane  
(PO Box 136)  
Kempsey NSW 2440

### **APPLICATION PACK – TEAM LEADER (Registered Nurse) PRIMARY CARE SERVICES, KEMPSEY**

Thank you for your interest in the position of:

**Team Leader (Registered Nurse) based in Kempsey, with some Leave relief in Nambucca.  
Full time Fixed Term until June 30<sup>th</sup> 2018**

#### **The Organisation**

Durri Aboriginal Corporation Medical Service (Durri ACMS) is the preferred provider of crucial primary health care and associated services which address the wellbeing of the Aboriginal, Torres Strait Islander and wider communities of the Macleay Valley and Nambucca Valley regions.

Durri aims to be an employer of choice in Aboriginal health, supporting a skilled and flexible workforce. Durri is a great place to work - a family friendly and culturally sensitive work environment that values people. If you have a passion for indigenous health and are committed to closing the gap, then if you are successful in your application, we will welcome you to join our committed team of health professionals. You will be supported in your role by a team of health professionals including the Manager Primary Health Services, Registered and Endorsed Enrolled Nurses, Aboriginal Health Workers and Allied Health professionals.

Nambucca Valley Shire is situated on the mid-north Coast of NSW and has twenty kilometres of unspoilt coastline, picturesque waterways, rainforest and historic towns.

#### **Important Information**

Durri ACMS is an equal opportunity employer and all applications for vacancies are assessed on merit. People of Aboriginal and Torres Strait Island background, women, older workers, people with disability and culturally and linguistically diverse backgrounds are encouraged to apply.

Applicants must be Australian citizens or permanent residents, or have legal entitlement to work in Australia. Applicants will be asked to submit a current Criminal Record Check and provide a current Working with Children check number to us for checking.

Durri ACMS is committed to creating a non-smoking environment and smoking is prohibited in Durri ACMS buildings, grounds and vehicles.

**Initials:** Manager

Employee.....



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### Salary

Durri ACMS offers the following attractive salary package for the position of Team Leader (RN) –Primary Health Services.

- Salary is negotiable dependent on qualifications and experience in the range \$80 – 95k pa
- Benefits include 9.5% superannuation, salary sacrifice, training and development and Employee Assistance Program

### How to Apply

The application pack for this position includes the following:

1. Position Description
2. Selection Criteria
3. Application Form

Candidates will need to complete the enclosed **application form** and provide brief statements which address all **essential selection criteria** and send back to us with a **current resume**.

**Incomplete or late applications will not be considered for interviews**

**Please submit your application before the closing date by one of the following methods:**

**Email to: [hr@durri.org.au](mailto:hr@durri.org.au)**

**Post marked CONFIDENTIAL to:**

**HR Manager  
PO Box 136  
KEMPSEY NSW 2440**

**The closing date for applications is December 05, 2016 at 5.00 pm.**

Postal applications must be postmarked on or before this date.

For inquiries or further information about the role, please ring Marie Kavale on 02 65602300.

### Interviews

Candidates invited for interview will be contacted by telephone and sent a pack containing instructions and forms for completion. Appointment of the successful candidates will be subject to the candidate obtaining a satisfactory Criminal Record Check.

Candidates must bring copies of their qualifications, current registration and indemnity insurance, two (2) proof of identity documents, such as current Drivers Licence, and passport of birth certificate to the interview.

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### Position Description

<b>Position Title:</b> Team Leader Primary Care Services	<b>Business Unit:</b> Clinic									
<b>Reports To:</b> Manager Primary Care Services	<b>Location:</b> Durri ACMS Kempsey plus leave cover at Nambucca site									
<b>Primary Objective:</b>										
<p>This position is responsible to provide leadership to the clinical team to ensure a high standard of integrated and coordinated care to improve the prevention, early detection and effective management of chronic disease in Aboriginal people.</p> <p>Reporting to the Manager of Primary Care Services you will work closely with a multi-disciplinary team to assist Aboriginal people with a range of health and health related matters; identifying ways to improve health outcomes, providing support and professional nursing standards to all clients to ensure the achievement of agreed program performance indicators and improvement of health outcomes of clients.</p> <p>The successful applicant will be expected to act as the Infection Control Focal point; quality improvement coordinator for primary health services, and to provide leave relief at our Nambucca Clinic as required.</p> <p>The key objectives of the role include:</p> <ol style="list-style-type: none"> <li>i. Coordinate and lead a team of health professionals to deliver primary health care and achieve the objectives of "Close the Gap" for the Aboriginal community;</li> <li>ii. Ensure that AGPAL accreditation is achieved and maintained on a daily basis;</li> <li>iii. Identify and implement health service requirements to ensure the prevention, early detection, diagnosis and treatment of the clients and the community;</li> <li>iv. Improve health outcomes, and access to primary care services in the Aboriginal community.</li> <li>v. Develop and deliver training to all staff</li> </ol>										
<b>Position Dimension &amp; Decision Making Authority as Team Leader:</b>	<b>Key Communication Contacts:</b>									
<p><b>HR responsibilities -</b></p> <ul style="list-style-type: none"> <li>• Supervision of Bundy card system to ensure staff compliance</li> <li>• Supervision and formulation schedules for staff</li> <li>• Co-ordination of training and induction of staff</li> <li>• Conduct regular minuted team meetings of Durri Clinic staff</li> </ul> <p><b>Referred to Manager or others -</b></p> <ul style="list-style-type: none"> <li>• Contribute to strategic and service planning</li> <li>• Operational and Capital Expenditure and reporting</li> <li>• Receiving and investigation of complaints from staff and clients</li> </ul>	<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Manager Primary Health Care</td> <td>Daily – Direction and achievement of accountabilities</td> </tr> <tr> <td>Client and Community</td> <td>As needed – Providing help and advice on health related problems</td> </tr> <tr> <td>All staff</td> <td>As needed – Support where appropriate</td> </tr> </tbody> </table>	Contact/Organisation	Purpose/Frequency of Contact	Manager Primary Health Care	Daily – Direction and achievement of accountabilities	Client and Community	As needed – Providing help and advice on health related problems	All staff	As needed – Support where appropriate	
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- Co-ordination of and contribution to Staff performance reviews
- Reporting of relevant data to various agencies
- Ensuring Quality Assurance standards are met and maintained for compliance purposes

**Relationship Management:**

- Represent Durri's best interests with relevant stakeholders and in the wider community;
- Manage and maintain clinical and program service relationships with stakeholders and partners;
- Represent the Durri and Nambucca site service at clinical and program service planning meetings.

**Without referral to manager –**

- Supervise and coordinate daily operations of the clinic
- Routine clinical enquiries from clients and the community

Key Accountabilities in Team Leader Role		
Key Result Area	Major Activities	Performance Measures:
<b>1. Clinical Care and Program Management :</b>	<ul style="list-style-type: none"> <li>• Deliver safe and reliable evidence-based care through the efficient management of human and material resources.</li> <li>• Lead and motivate the team to achieve the goals of the relevant KPIs, and the Durri action plan, and monitor the progress in service delivery.</li> <li>• Establish and direct coordinated and integrated, high quality, client focused primary care services utilizing evidenced based practices to achieve the high quality health care service</li> <li>• Provide professional supervision and support for enrolled nurses and Aboriginal Health Workers within the clinical environment.</li> <li>• Supervise and support Aboriginal Health Workers and nursing staff to conduct comprehensive health assessments; health promotion and health screening to ensure early detection of those at high risk, or with a chronic disease</li> <li>• Ensure implementation of the patient recall system</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of KPI's.</li> </ul>

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	<ul style="list-style-type: none"> <li>Assist to develop and deliver training sessions as required to ensure all clinical staff (including Aboriginal Health Workers) have knowledge and are aware of relevant clinical information.</li> <li>Participate in clinical governance activities to enhance provision of high quality service to the Aboriginal community</li> </ul>	<ul style="list-style-type: none"> <li>Attendance and participation in Clinical Governance Committee Meetings</li> </ul>
2. Community Care	<ul style="list-style-type: none"> <li>Liaise with the clinic and program staff to ensure availability of culturally appropriate information to enhance health literacy among the Aboriginal Community</li> <li>Monitor local Aboriginal health matters and needs to provide advice and help in the development of action plans where appropriate.</li> <li>Maintain partnerships with other health services and community groups to ensure the education and communication of health issues.</li> <li>Provide education to carer's, community groups and organisations involved in care of patients to ensure effective primary care and early intervention.</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of Primary Care KPI's.</li> </ul>
3. Infection Control	<ul style="list-style-type: none"> <li>Act as infection prevention and control focal point for Durri and Darrimba Maarra Clinics</li> <li>Ensure implementation and compliance of the Infection Prevention and Control guideline</li> <li>Review the Infection Prevention and Control guideline to ensure it remains up to date, and meets with state and national requirements</li> <li>Identify and support training requirements to ensure all staff maintain the relevant skills and knowledge to safely implement this procedure</li> </ul>	<ul style="list-style-type: none"> <li>Audits</li> </ul>
4. Team work and Collaboration	<ul style="list-style-type: none"> <li>Effectively collaborate with team members to ensure that the function is operating effectively and efficiently, while maintaining a harmonious team environment</li> <li>Ensure integration between clinic staff and chronic disease team to implement health promotion and education, and management of chronic care</li> <li>Liaise with the GPs and other clinical staff, in the development, implementation and review of care plans/team care arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from colleagues</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure compliance with relevant OH&amp;S legislation and that any issues are identified and actioned in line with the policy.</li> </ul>	
<b>5. Compliance</b>	<ul style="list-style-type: none"> <li>• Comply with all relevant legislation and regulatory standards.</li> <li>• Ensure staff obtain and record accurate health histories and information to ensure compliance with all organisational policies and procedures and legislative requirements.</li> <li>• Ensure all requests for patient information are responded to appropriately</li> <li>• Ensure client and community confidentiality is maintained to build and maintain trust within key stakeholder groups.</li> <li>• Ensure Medicare is claimed by clinical staff as appropriate</li> <li>• Comply with all AHPRA registration requirements</li> <li>• Comply with the relevant professional code of Conduct and Standards of Practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of Primary Care KPI's and regulatory standards</li> <li>• Clinical Audits</li> </ul>
<b>6. Quality Assurance &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Initiate, encourage and support quality assurance activities</li> <li>• Assist with development of the Durri Action Plan to ensure the delivery of the PKIs in accordance with the funding bodes and the strategic plan</li> <li>• Participate in the development and ongoing achievement of AGPAL and organisational accreditation</li> <li>• Investigate system, work flow, and operational issues and make recommendations;</li> <li>• Evaluate business and performance outcomes and recommend action to continually improve;</li> <li>• In partnership with relevant staff, coordinate QMS accreditation and quality improvement activity.</li> <li>• Participate in the accreditation process to ensure the Durri ACMS is able to provide competent and comprehensive health care to the communities of the Macleay and Nambucca Valleys.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of Primary Health Care KPI's</li> </ul>
<b>7. Work place Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure, within capability, the health and safety of yourself and employees and any other persons in the work areas for which they are responsible</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of Primary Health Care KPI's and regulatory standards</li> </ul>

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	<ul style="list-style-type: none"> <li>• Compliance with WHS legislative requirements and site policies.</li> <li>• Maintain the Register of Contractors visiting the Nambucca site and ensure appropriate inductions have been completed with new contractors</li> <li>• Report all hazards, accidents or incidents which could result in injury to others or damage to property;</li> <li>• Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WHS or other legislation.</li> <li>• Be familiar with emergency and evacuation procedures and participate in regular training in safety procedures</li> </ul>	
<b>8. Reporting</b>	<ul style="list-style-type: none"> <li>• Provide statistical and management reports to meet organisational, reporting, and statutory requirements including analysis, reporting of financial results and supporting recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of Primary Health Care KPI's and regulatory standards</li> </ul>
<b>9. Policy and Procedures</b>	<ul style="list-style-type: none"> <li>• Assist in the development, implementation and monitoring of policies and procedures to ensure that the clinic is demonstrating consistent practices according to appropriate guidelines and is in line with strategic plan objectives.</li> <li>• Attend all mandatory training requirements and participate in staff performance reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of Primary Health Care KPI's and regulatory standards</li> </ul>

<b>Key Challenges:</b>	<b>Person Specification:</b>
<ul style="list-style-type: none"> <li>• Improving the health of Aboriginal people within region by developing and delivering culturally appropriate primary health care.</li> <li>• Achieving and ensuring AGPAL accreditation</li> <li>• Achieving program requirements and KPIs within agreed deadlines</li> </ul>	<b>Qualifications &amp; Experience –</b> <ul style="list-style-type: none"> <li>• RN with current AHPRA practising certificate</li> <li>• Demonstrated Leadership skills in supervising a team of nurses and health workers</li> <li>• Demonstrated knowledge, skills and clinical experience in issues relating to primary health care and chronic disease prevention and management within approved guidelines</li> <li>• Sound knowledge of community health, public health and Aboriginal Health</li> <li>• Experience with health service agencies, non-government organisations, community groups and medical professionals at all levels</li> <li>• Ability to build relationships with all levels of the organisation and the community</li> </ul>

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- Strong interpersonal skills, including the ability to demonstrated empathy when required
- Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands
- Continuous developing professional competence and qualifications
- Ability to hold all relevant security clearances including National Police Check and Working with Children clearance
- Current valid Driver's license, minimum of Class "C" or equivalent

### Core Competencies –

- Strong interpersonal skills, including the ability to demonstrated empathy when required.
- High written and verbal communication
- Analysis and problems solving skills
- Sound level of numeracy and demonstrated attention to detail
- Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands
- Ability to build relationships with all levels of the organisation and the community

	Signature	Date
<b>Approved by Manager:</b>		
<b>Staff member:</b>		

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### **Selection Criteria**

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<b>Qualifications, Registrations, Associations</b>	<ul style="list-style-type: none"><li>• Relevant Australian or Australian recognised tertiary qualifications as Registered Nurse, Enrolled Nurse or Aboriginal Health Worker PHC</li><li>• Current registration with AHPRA</li><li>• Satisfactory participation in quality improvement and continuous professional development as required by AHPRA</li><li>• Training in CPR and current First Aid Certificate</li><li>• Current Criminal Record Check</li><li>• Current WWCC check</li><li>• Current Drivers License Class C</li></ul>
<b>Experience Skills/Knowledge</b>	<ol style="list-style-type: none"><li>1. Previous experience and proven ability to provide effective team leadership within community controlled primary health care services</li><li>2. Experience and proven ability to work collaboratively as part of a multi-disciplinary team</li><li>3. Demonstrated understanding and commitment to the principles of the Aboriginal community controlled health sector in line with the concept of comprehensive primary health care in an Aboriginal setting</li><li>4. High level interpersonal, negotiation and communication skills with previous experience in leading a team of health workers.</li><li>5. Experience with health service agencies, non-government organisations, community groups and medical professionals at all levels</li><li>6. Ability to build relationships with all levels of the organisation and the community</li><li>7. Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands</li></ol>

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### Application Form

<b>FULL NAME</b>			
<b>ADDRESS</b>			
<b>EMAIL ADDRESS</b>			
<b>CONTACT NUMBERS</b>			
<b>DRIVERS LICENCE</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>LICENCE CLASS:</b>	<b>EXPIRY DATE:</b>
Do you identify as Aboriginal or Torres Strait Islander?		Yes	No
Do you identify as having a disability?			
Are you an Australian citizen or permanent resident or have the right to work in Australia?			
Do you have a Working with Children Check Number? Yes: provide details		WWCC Number	
Where did you see this position advertised?			

#### REFEREES

	Referee 1	Referee 2
<b>NAME</b>		
<b>TITLE</b>		
<b>ORGANISATION</b>		
<b>CONTACT DETAILS</b>		
<b>Email ADDRESS</b>		

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