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## JOB AND PERSON SPECIFICATION

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Position Title: **Associate Clinical Services Coordinator (Community)**

Classification Code: <b>Registered Nurse/Midwife Level 2</b>	Division:
Type of Appointment:	Branch:
o Ongoing	Section:
o Temporary	Position Number:
o Other      Term	Position Created:

### Job & Person Specification Approval

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CE or delegate

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### PREAMBLE:

Underpinning the Department of Health Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values “live”. It is important that we incorporate the values into our behaviour systems and processes.

The Department has a “Commitment to Workplace Values” attached to Job and Person Specifications that all staff are required to uphold. *(Please refer to the back of this document).*

Australia has one of the most culturally and ethnically diverse populations in the world. Having a diverse workforce (inclusive of bi-lingual, bi-cultural and employees who have a disability) can enhance the department’s ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

# JOB SPECIFICATION

## 1. Summary of the broad purpose of the position in relation to the organisation's goals:

In the course of fulfilling the role of Clinical Nurse/Midwife, the Associate Clinical Service Coordinator (community) role provides specific support to the Nursing/Midwifery Clinical Service Coordinator or relevant equivalent role, in the community service, in the leadership of nurses/midwives in the unit.

## 2. Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the organisation).

The Nurse/Midwife Associate Clinical Service Coordinator:

- Reports to the Nurse/Midwife Clinical Services Coordinators (Level 3 or 4) or the relevant Team leader position within local community service/team for matters that are not related to nursing practice.
- Maintains a professional reporting relationship for Nursing and Midwifery clinical practice issues and standards with a Nurse and or Midwife at level 3 or above classification, where the direct line manager is not a Nurse and or Midwife.
- Maintains a close working relationship with the Clinical Nurse/Midwife (Level 2).
- Maintains cooperative and productive working relationships within all members of the health care team
- Supports and works collaboratively with less experienced members of the nursing team

## 3. Special Conditions. (such as non-metropolitan location, travel requirements, etc)

- The appointee may be subject to a Criminal History Check prior to confirmation of appointment.
  - The incumbent may be required to enter into an annual performance agreement for the achievement of (specific or service or program) outcomes.

## 4. Statement of Key Outcomes and Activities (group into major areas of responsibility/activity and list in descending order of importance - continue on next page)

**4.1 Assists with the provision of professional high quality patient/client care within the ward/unit/service aimed at improving patient/client health outcomes through:**

### **4.1.1 Improving nursing/midwifery and patient/client care procedures and practices by;**

- Providing proficient clinical nursing/midwifery care and/or individual case management to patients/clients in a defined clinical area;
- Assessing patients/clients needs, planning, implementing and coordinating appropriate service delivery options and communicating changes in condition and care;
- Overseeing the provision of nursing/midwifery care within a team or unit;
- Providing health education, counselling and rehabilitation programs to improve the health outcomes of individual patients/clients or groups;
- Planning and coordinating services including those of other disciplines or agencies as required to meet individual and/or group health care needs;

## **Statement of Key outcomes and Activities** (Continued)

- Monitoring client care plans and participating in clinical auditing and/or evaluative research to ensure appropriate patient/client care outcomes are achieved on a daily basis;
- Demonstrating and promoting a risk minimisation approach to practice and supporting implementation and maintenance of systems to protect patients/clients and staff;
- Integrating advanced theoretical knowledge, evidence from a range of sources and own experience to devise and achieve agreed patient/client care outcomes;
- Working within and promoting a nursing model of client centred care or midwifery model of partnership and support for women's right to self determination in life processes;

### ***4.1.2 Contributing to the human resource management of the unit/service by.***

- Acting to resolve local and/or immediate nursing care or service delivery problems;
- Supporting change management processes;
- Contributing to communication processes that effectively deal with challenging behaviours and the resolution of conflicts;

### ***4.2 Contributes to the achievement of nursing/midwifery best practice and where relevant facilitates the development and application of relevant nursing research by;***

- Working within a local nursing/midwifery leadership team to attain consistency of nursing/midwifery practice standards and local service outcomes;
- Participating in clinical teaching, overseeing learning experiences, and goal setting for students, new staff and staff with less experience;
- Acting as a resource person within an area based on knowledge, experience and skills;

### ***4.3 Contributes to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing education by :***

- Managing own professional development activities and portfolio, support the development of others and contribute to learning in the work area.

### ***4.4 Contributes to the leadership of the unit/service through undertaking an Associate Coordinator portfolio by:***

- Promoting continuity and consistency of care in collaboration with other Associate Clinical Service Coordinators and the Clinical Service Coordinator of the community service/team) **or the relevant Team leader position;**
- Assisting the Nursing/Midwifery Clinical Service Coordinator **or the relevant Team leader position** in ongoing communication and implementation of practice changes;
- Assisting the Nursing/Midwifery Clinical Service Coordinator **or the relevant Team leader position** to maintain and record monitoring and evaluative research activities in the ward/unit;
- Assisting the Nursing/Midwifery Clinical Service Coordinator **or the relevant Team leader position** and Nursing/Midwifery Educators to maintain a learning culture by encouraging reflection and professional development and assisting others to maintain portfolios/records of learning, and
- Assist the Nursing/Midwifery Clinical Service Coordinator **or the relevant Team leader position**, as required, in undertaking performance management processes and/or rostering and/or oversight of supplies and/or equipment.

**4.5 Health Unit to insert any local generic statements related to**

- Requirements for participation in Counter Disaster activities
  - Requirements related to Equal Opportunities and Occupational Health Safety and Welfare
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**Approved by Line Manager:** \_\_\_\_\_ / /

**Acknowledged by Occupant:** \_\_\_\_\_ / /

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## PERSON SPECIFICATION

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### ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary)

#### PLEASE NOTE:

It is recommended that a **Maximum of 15 criteria only** (in total) be included in this section (ie the number of Essential and Desirable criteria combined should not exceed 15).

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#### **Educational/Vocational Qualifications** (include only those listed in *Commissioner's Standard 2, Attachment C* as an essential qualification for the specified classification group)

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- Registered or eligible for registration as a General Nurse by the Nurses Board of South Australia and who holds, or who is eligible to hold, a current practicing certificate

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#### **Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment):

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- Effective communication, problem solving, conflict resolution and negotiation skills.
- Ability to work effectively within a multidisciplinary team.
- Ability to prioritise workload and meet set timelines, whilst working under minimal supervision.
- Ability to be creative, innovative and flexible when approaching issues within the healthcare setting.

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#### **Experience**

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- Registered Nurse/Midwife with at least 3 years post registration experience. Demonstrated competence in the relevant area of nursing practice in accordance with the appropriate standards of practice.
- Experience in the supervision of student nurses, enrolled nurses and less experienced registered nurses.
- Experience in management and leadership roles

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#### **Knowledge**

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- Understanding of the requirements of the Nurses Act 1999.
- Comprehensive understanding of the Australian Nursing and Midwifery Council (ANMC) National Competencies for the Registered and Enrolled Nurse and Midwives in Recommended Domains.
- Knowledge and understanding of the ANMC Code of Professional Conduct for Nurses/Midwives in Australia (2003) and the Commissioner for Public Employment Code of Conduct for Public Employees.
- Knowledge and understanding of legislative responsibilities for OHS&W, Workers Compensation and Rehabilitation and Equal Opportunity.
- Knowledge of Quality Improvement Systems as applied to a hospital setting.
- Knowledge of contemporary professional nursing/midwifery and health care issues.

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**DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

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**Educational/Vocational Qualifications** ((include only those listed in **Commissioner's Standard 2, Attachment C**, as an essential qualification for the specified classification group)

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- Where applicable, qualifications relevant to practice setting.
  - Tertiary qualifications in nursing or human services related discipline.
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**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment):

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- Ability to work within a team framework that fosters an environment that develops staff potential.
  - Skills in using computers and software relevant to the area of practice.
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#### **Experience**

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- Experience with quality improvement activities.
  - Experience in evaluating the results of nursing research and integrating, where relevant, the results into nursing practice.
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#### **Knowledge**

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- Knowledge of the South Australian Public Health System.
  - Knowledge of contemporary professional nursing/midwifery issues.
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#### **Other Details:**

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# COMMITMENT TO WORKPLACE VALUES

*The Department of Health values have an influence on the people we employ*

Every organisation has values that govern the way people are treated and the way decisions are made. The Department's Strategic Plan identifies the values that guide our behaviours. These behaviours apply to all employees and govern the way people in the organisation are treated, the way decisions are made and how we provide our services.

These values are used in day to day communication and interaction between all employees and are linked to the whole of government Code of Conduct, Performance Development, Job and Person Specifications and Department of Health Employment Conditions.

Department of Health Organisational Values are:

## **Honesty**

*We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the Department and with our consumers and partners by: saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.*

## **Respect**

*We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the Department and with our consumers and partners by: treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.*

## **Integrity**

*We show integrity by honouring our values and the rules of our department, government and nation. This is shown in our dealings within the department and with our consumers and partners by: doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.*

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I \_\_\_\_\_ have the ability and commitment to behave consistently with the stated values of the Department of Health.

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Signature

Please complete and return attached to your application to the nominated person

*"The right people with the right skills in the right place at the right time"*