



Position Description

Position Title:	Refugee Health Nurse
Award/classification:	Registered Nurses Award Grade 3B
Directorate:	Allied Health and Community Services
Reports to:	Team Leader Refugee Health
Direct reports:	None
Effective date:	December 2018

Overall Position Purpose

The ASRHP is informed by DHS Core Directives document: "Refugee and asylum seeker health services Guidelines for Community Health Services" 2015

Aim:
To provide a coordinated, evidence-based approach to healthcare delivery that improves health and wellbeing outcomes:

Objectives:

1. Service Delivery:

- Provide direct service to address the physical, social and mental health needs
- Support comprehensive assessment and interventions as soon as practical after arrival
- Improve the capacity of refugee / asylum seekers to access healthcare and human services systems to manage their own health in an informed way
- Provide care that is culturally responsive, accessible and sensitive to needs that may arise out of the refugee / asylum seeker settlement experiences
- Identify and continually improve service delivery from a client, quality and organisational view

2. System Support:

- Support specialist case management, settlement and asylum seeker services to strengthen access to health services
- Support coordination and continuity of care between providers
- Support refugee / asylum seeker clients in their interactions with other services, and encourage policies and practices that promote health and wellbeing.
- Contribute to a coordinated collaborative approach across the system

Duties and Responsibilities

Reporting, Systems and Analytics

- Provide high quality concise and timely reports for your team Program Manager and other parties as directed
- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim and others
- Continually review service/support provided to analyse success and areas of improvement

Financials, Budgets, Targets, Funding

- Identifying opportunities to enhance the financial sustainability of your (Directorate/Program/Team/Function)

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- Achieve targets / budgets for your (Directorate/Program/Team/Function)

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation

DVP Health Requirements

- Current Victorian drivers licence
- Valid Working with Children’s Check (valid for 5 years from the date of issue)
- Disability closure scheme statement
- Satisfactory Police Check (valid for 3 years from the date of issue)
- Occasional after hours and weekend work may be required
- Travel between sites is required
- Specific tasks and functions of this role will be detailed through objectives and key performance areas
- For service delivery roles = registered for or will be registered as a MBS provider

Authority

The occupant of this position has authority as per the delegation manual.

Qualifications Required or Desirable:

Required Qualifications Include:

- Registered Nurse Division 1

Desirable Qualifications / Experience:

- Previous employment as a Refugee Nurse
- Experience working within the asylum seeker space either in Australia or Offshore
- Masters of Nursing

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- Infectious Diseases qualification / experience
- Immunization qualification

Work Experience, Skills and Behaviours:

In order to succeed in this position, it is expected that you will have:

- As a Community Health organisation our clients place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining a high standard and quality of work and ethics. You are motivated to do what is right legally and morally.

Service Delivery

- Current Registration as a Registered Nurse Division 1 and current registration with AHPRA governing body
- Demonstrated ability to support a coordinated approach by working with a range of stakeholders to improve health access to services required by newly arrived refugee clients. Major stakeholders in this space are Settlement Support Services / Internal and External GPs / VFST Trauma Counselling
- Experience working as a nurse in a community setting including work with CALD, Aged and clients with a disability
- Understanding client needs and providing excellent service
- Experience working with interpreters
- Experience working with multicultural diverse communities

Communication and interpersonal approach

- High level of commitment to social justice and client empowerment
- Excellent communication skills including an ability to work within an inter-professional framework
- Excellent written – IT literate and verbal communication skills
- Sensitivity to issues related to the provision of services in a community of high cultural diversity often overlaid with issues of trauma
- Utilises interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio economic circumstances
- Ability to present complex health information in an easily understood and accessible format that is culturally acceptable demonstrating understanding of Health Literacy principles

Client Focused

- Ability to deliver service in as timely a manner as possible (as soon as possible after arrival in Australia)
- Builds client relationships and a culture where best for the client guides decision making.
- A clinical nursing health background with substantial recent experience
- Demonstrated responsiveness to client health needs as expressed by the client
- Demonstrated understanding of the refugee / asylum seeker journey

Planning and being organised. A commercial focus

- Ability to write timely clear, concise and informative client documentation
- Ability to understand client needs and deliver required services within the constraints of budget, time and nursing resources in an environment of high refugee intake with very complex health issues
- Experience or understanding of relevant funding initiatives

Industry

- Knowledge of the demographics of Hume Whittlesea newly arrived refugee community

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- Knowledge of Client Directed Care principles and frameworks
- Knowledge of asylum seeker policy that changes frequently and often adversely affects mental health of these clients who seek to stay in Australia by obtaining a more permanent visa
- Ability to work independently and respond to a changing work environment

Quality, process improvement and innovation

- Uses initiative in identifying continuous quality improvement opportunities
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required
- Seek opportunities to improve processes adapting to a flexible and changing environment
- Commitment to maintaining a high standard and quality of work and ethics

Self-motivated

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines

Extras depending on the role

- Competent computer skills
- A relevant community language
- Experience facilitating and supporting students

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