

POSITION DESCRIPTION



Overview of Northside Community Service:

Northside Community Service is a leading provider of community services. We are committed to delivering exceptional care standards and embracing diversity within our community. Our aim is to enhance the well-being and quality of life of all our clients.

Position Title: Registered Nurse - Aged and Community Care
Classification Level: Community Service Worker Classification Level 5 (as per Northside’s Enterprise Agreement)
Reports To: General Manager (Operations- Aged and Community Care)

POSITION OBJECTIVE

The **Registered Nurse (RN)** delivers high-quality clinical care and support to clients within Northside’s Aged Care programs, ensuring a seamless and person-centered experience from initial engagement through to ongoing service delivery. This role involves conducting comprehensive clinical assessments, developing individualised care plans, providing direct clinical services, and managing chronic conditions, wound care, and medications. The RN collaborates with the Aged Care team, Care Coordinators, and external stakeholders to ensure holistic, coordinated care, while upholding Aged Care Quality Standards, clinical governance, and organisational policies. Additionally, the RN provides clinical guidance, supports risk management, and contributes to service improvements, maintaining accurate documentation and effective communication with clients, families, and multidisciplinary teams.

KEY RESPONSIBILITIES AND DUTIES

Clinical Responsibilities

- **Conduct Clinical Assessments**
 - Perform comprehensive clinical assessments for clients in their homes to determine their care needs.
 - Ensure clients are fully informed about Northside’s support services and their options, enabling them to make informed decisions.
- **Deliver Clinical Services**
 - Provide clinical care within the RN scope of practice, including wound care, medication management, chronic disease management, and palliative care.
 - Respond to clinical risk notifications promptly and implement appropriate interventions.
- **Monitor and Review Client Care**
 - Conduct regular reviews of client care plans to ensure they align with clients’ goals and changing needs.
 - Ensure timely and accurate documentation of care provided in Northside’s client management database.

Care Coordination and Client Support

- **Case Coordination**

Reviewed by	Human Resources	Review Date	28/03/2025
-------------	-----------------	-------------	------------

- Connect clients to the supports and services they need to achieve their goals, ensuring dignity and choice are upheld.
- Collaborate with clients, families, and external service providers to create holistic care plans.
- **Streamline Service Engagement**
 - Provide a seamless and timely assessment and service engagement experience for clients.
 - Address service gaps and trends by analysing data and preparing reports on new enquiries, intake activities, and client outcomes.
- **My Aged Care Expertise**
 - Act as the team’s knowledge base for My Aged Care processes, including referrals, assessments, and funding.
 - Assist clients and families in navigating the My Aged Care system.

Compliance and Quality Assurance

- **Adhere to Aged Care Standards**
 - Work closely with the Quality and Compliance Team to ensure adherence to Aged Care Quality Standards and Clinical Governance policies.
 - Participate in audits and quality improvement initiatives.
- **Risk Management**
 - Monitor and respond to clinical risk notifications in a timely manner.
 - Implement strategies to mitigate risks and ensure client safety.

Administrative and Operational Duties

- **Data Management and Reporting**
 - Maintain accurate, timely, and confidential client records in Northside’s client management database.
 - Prepare reports on client data, service gaps, and trends to inform decision-making.
- **Rostering and On-Call Support**
 - Participate in a team roster for on-call phone coverage to address operational requirements.
 - Assist with rostering needs to ensure clients receive timely and consistent care.
- **Customer Service and Referrals**
 - Support customer service activities, including answering calls, attending to referrals and enquiries, and making bookings.
 - Collaborate with the team to ensure efficient service delivery.

Community Engagement and Representation

- **Build Relationships with Stakeholders**
 - Develop and maintain strong working relationships with referral agencies, community organisations, and healthcare providers.
 - Represent Northside at external forums and meetings to promote the program and build community partnerships.
- **Promote Northside’s Services**
 - Actively promote Northside’s in-home aged care services within the community.
 - Educate clients and families about available supports and resources.

Team Collaboration and Leadership

- **Foster Team Collaboration**
 - Work collaboratively with colleagues to support client outcomes and organisational goals.
 - Participate actively in team meetings and contribute to continuous improvement initiatives.

Reviewed by	Human Resources	Review Date	28/03/2025
-------------	-----------------	-------------	------------

- **Mentorship and Support**
 - Provide guidance and support to team members on clinical matters and best practices.
 - Share knowledge and expertise to enhance the team’s capacity to deliver high-quality care.
- **Organisational and Compliance Duties**
- **Health, Safety, and Equity**
 - Uphold principles of equity, anti-discrimination, and workplace safety in all activities.
 - Comply with organisational and legislative Health, Safety, and Environment requirements.
- **Other Duties**
 - Undertake additional duties as directed by the General Manager of Operations, consistent with the role’s responsibilities.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. **Relevant experience** delivering clinical services to vulnerable clients with complex needs, particularly in aged care or community health settings.
2. **Proven ability to provide high-quality clinical care**, including wound management, medication administration, chronic disease management, and palliative care.
3. **Strong understanding of Aged Care Quality Standards**, My Aged Care processes, and the impacts of quality and safety on service delivery.
4. **Demonstrated ability to collaborate** with multidisciplinary teams, clients, and families to identify issues and develop integrated, achievable solutions.
5. **Understanding of the needs and issues** faced by aging individuals, including those from diverse communities (e.g., Aboriginal and Torres Strait Islander peoples, CALD backgrounds, LGBTIQ+ communities, and people with disabilities).
6. **Ability to provide culturally sensitive and inclusive care**, with strong problem-solving skills to address challenges in service delivery and client care.
7. **Exceptional communication and emotional intelligence**, with a focus on achieving positive outcomes for clients and stakeholders, including conflict resolution and group facilitation.
8. **Strong organisational and administrative skills**, including proficiency in database management, Microsoft Office Suite, and the ability to manage competing priorities in a fast-paced environment.
9. **Sound professional judgment** and commitment to reflective practice, clinical governance, risk management, and compliance with Aged Care Quality Standards.
10. **Commitment to continuous improvement** and delivering high-quality, safe care to clients, with willingness to escalate issues to the General Manager when appropriate.

QUALIFICATIONS AND/OR TRAINING

- Registered Nurse Qualifications with current AHPRA registration
- Full driver’s licence.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving to clients’ or partnership organisations’ locations.

Reviewed by	Human Resources	Review Date	28/03/2025
-------------	-----------------	-------------	------------

- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is committed to creating a child-safe, diverse, and equitable environment. We adhere to strict safety and anti-discrimination policies and encourage applications from diverse community groups. All employees must comply with our Code of Conduct, Health, and Safety policies and are subject to national police checks and appropriate screenings.

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			