POSITION DESCRIPTION

Position Number	00017931 00017932 00017933 00017934
Position Title	Clinical Nurse
Classification	Nurses and Midwives Agreement RN L2
Division	Clinical Strategy and Planning
Directorate	System Improvement
Branch	Central Referral Service
Position Status	Permanent
Site Location	Perth

ORGANISATIONAL ENVIRONMENT

Our Vision	A WA health system that delivers safe, high quality and sustainable services that support and improve the health of all West Australians.
Our Mission	To lead and steward the WA health system.
Our Values	Purposeful, Caring, Collaborative, Open, Outcome-focused

REPORTING RELATIONSHIPS

Division: Clinical Strategy and Planning

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Title: Director Position Number: 00014205
Unit: System Improvement

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Title: Program Manager
Unit: System Improvement

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Title: CRS Nurse Manager
Section: Central Referral Service

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Title: Nurse Specialist 00017928
Section: Central Referral Service

↑

This Position

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Directly reporting to this position:
Nil.
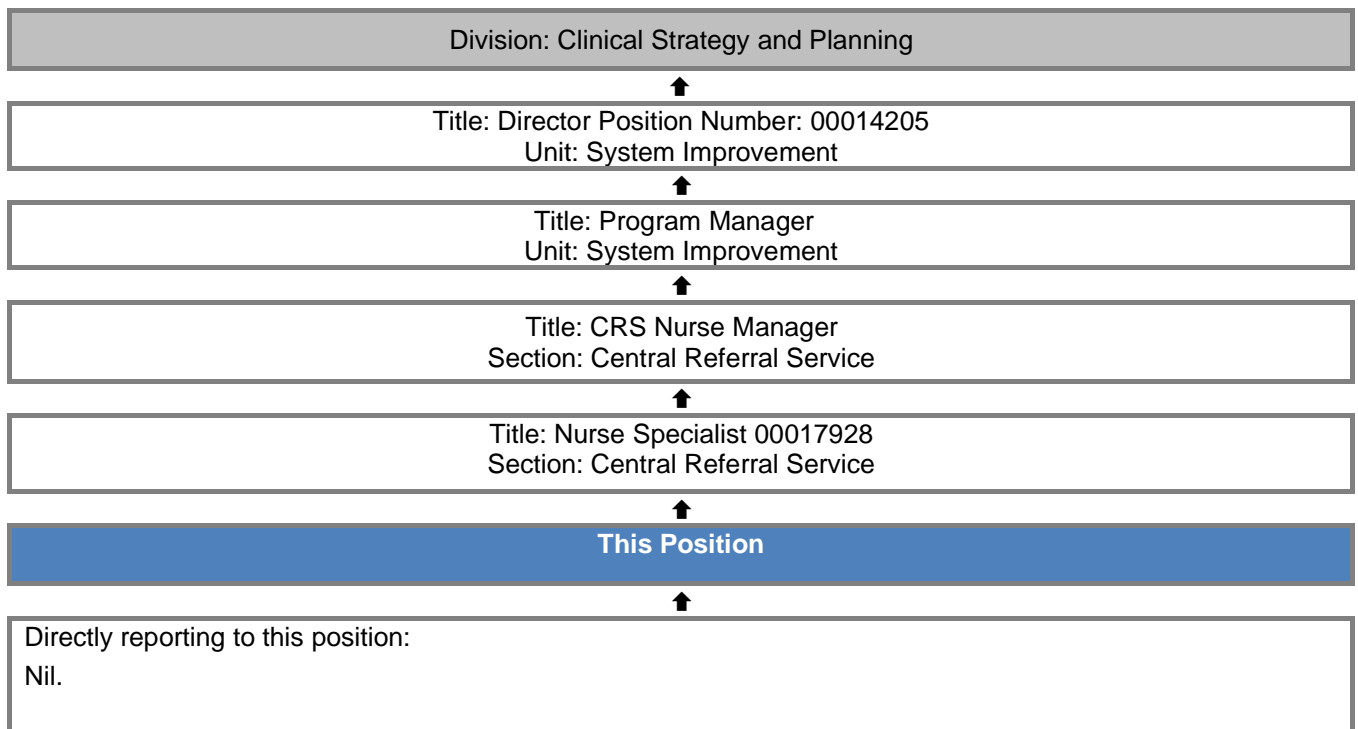
KEY RESPONSIBILITIES

Clinical Nurse   Position Number: 00017931 00017932 00017933 00017934
Created March 2022
Last updated 22 March 2022
HSS Registered

Page **1** of 4

This position is responsible for the accurate assessment, processing and allocation of patient referrals under the direction of the Nurse Specialist. This position performs as part of the Central Referral Service's nursing team.

BRIEF SUMMARY OF DUTIES

This section outlines the results and outcomes required of an individual in this position.

Employees are required to undertake all duties and responsibilities in accordance with Department of Health WA Code of Conduct, Policies/Procedures and relevant legislation.

The objective of the Clinical Nurse position is to accurately assess, process and allocate patient referrals as per their clinical specialty and priority using the Central Referral Service's electronic referral management system under the direction of the Nurse Specialist. This position facilitates and promotes patient safety and quality of care.

Key duties:

1. **Clinical/Referral Management**
   1. Reviews and appropriately directs patient referrals for the nominated health service by applying specialised clinical knowledge and skills in line with agreed processes (e.g. referral access criteria).
   2. Applies clinical knowledge, critical thinking and problem-solving skills on the assessment of patient referrals.
   3. Identifies missing information required for the processing and acceptance of referrals, and ensures relevant information is communicated back to the referrer.
   4. Completes referral processing accurately, efficiently, to a high-standard and in line with agreed key performance indicators for the Central Referral Service.
   5. Escalates complex referrals, where additional expertise is required, to the Nurse Specialist for review.
   6. Assists with the review and maintenance of relevant service manuals, procedures, service capability and referral access criteria, where required.
   7. Provides support to the Nurse Specialist, as required.

2. **Education, Training and Performance Development**
   1. Participates in training and performance development relevant to the position, as required.
   2. Assists the Nurse Specialist to monitor the achievements of the Central Referral Service.
   3. Promotes and participates in team building.
   4. Demonstrates professional responsibility in achieving the required hours of continuous professional development to meet eligibility standards for registration with the Nursing and Midwifery Board of Australia.

3. **Safety, Quality and Continuous Improvement**
   1. Identifies clinical, process, system and people issues and escalates them appropriately to the CRS Nurse Manager and/or Nurse Specialist, as required.
   2. Identifies opportunities for continuous quality, system and process improvement.
   3. Participates in the continuous quality process to monitor, evaluate and improve patient safety and satisfaction with care and referral processes.
   4. Maintains confidentiality in relation to patients and staff.

Clinical Nurse
Created March 2022
Last updated 22 March 2022
HSS Registered

Position Number: 00017931 00017932 00017933 00017934

Page **2** of **4**

5. Participates in the maintenance of a safe work environment.

6. Complies with and demonstrates a positive commitment to Regulations, Acts and Policies relevant to nursing including the Code of Ethics for Nurses in Australia, the Code of Conduct for Nurses in Australia, the National Competency Standards for the Registered Nurse and the Poisons Act 1964.

4. Undertakes other duties, as required

WORK RELATED REQUIREMENTS

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

Essential Selection Criteria

1. Eligible for registration in the category of Registered Nurse by the Nursing and Midwifery Board of Australia.

2. Demonstrated advanced clinical skills and strong clinical knowledge in a broad range of specialty areas.

3. Well-developed planning, organisational, problem solving and critical thinking skills.

4. Demonstrated high standard of computer and keyboard skills, including accurate data processing and experience using software applications such as Microsoft Word, Outlook, Excel, and PowerPoint.

5. Demonstrated well developed interpersonal skills and verbal communication skills with the ability to effectively communicate with people at all levels, negotiation and conflict resolution skills.

6. Demonstrated team leadership skills.

7. Proven ability to maintain and support strict confidentiality.

8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health and how these impact on employment service delivery.

Desirable Selection Criteria

1. Previous experience using electronic patient information systems (e.g. webPAS) and referral management systems.

2. Previous experience performing a nursing leadership role in a unit based decision-making role.

Appointment Factors	− Successful 100-point Identification Check.
	− Successful Criminal Record Screening Clearance.
	− Successful Pre-Employment Integrity check.
	− Evidence of current registration by the Nursing and Midwifery Board of Australia must be provided prior to commencement.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Clinical Nurse
Created March 2022
Last updated 22 March 2022
HSS Registered

Position Number: 00017931 00017932 00017933 00017934

Page **3** of **4**

Manager/Supervisor	Director/Division Head
NAME:	NAME:
SIGNATURE:	SIGNATURE:
DATE:	DATE:

Clinical Nurse   Position Number: 00017931 00017932 00017933 00017934
Created March 2022
Last updated 22 March 2022
HSS Registered

Page **4** of **4**