



Job Description

Name and Payroll Number	
Position Title:	Registered Nurse
Classification:	RN L1 G4-8 Medical / Surgical
Department Location:	
Responsible to:	Department Nurse Co-ordinator
Director of Nursing Approval	Date ____/____/_____ Signature _____

PURPOSE OF THE POSITION:

This Registered Nurse position is responsible for the delivery of medical / surgical nursing care in accordance with the Queensland Nursing Council, the Australian Nursing Council Incorporated and within the boundaries of the job description and scope of practice ie that which the nurse is educated, competent and authorized to perform

REPORTING RELATIONSHIPS

This position reports to the department Nurse Co-ordinator and is accountable to the Director of Nursing

QUALIFICATIONS:

- Current registration with the Queensland Nursing Council.

KEY SELECTION CRITERIA:

- Willingness to act in accordance with the Mission and Philosophy of the Mater Misericordiae Hospital and code of conduct.
- Effective communication skills.
- Ability to work as a member of the health care team
- Demonstrates a satisfactory knowledge base for safe practice
- Ability to function in accordance with legislation and common law affecting nursing practice
- Ability to protect the rights of individuals and groups
- Demonstrates accountability for nursing practice
- Conducts nursing practice in a way that can be ethically justified

UNIFORMS:

Full uniform as per current hospital policy

HOURS OF WORK:

As per agreement

AWARD CONDITIONS:

In accordance with the MHAACCQL – Nursing Union Collective Agreement 2005 - 2008

PERFORMANCE REVIEW:

Within 6 months, at 12 months, and then annually.

SPECIFIC RESPONSIBILITIES

PERFORMANCE OBJECTIVE:	PERFORMANCE OUTCOME:
<p>The Registered Nurse delivers direct patient care based on the A.N.M.C. national competency standards, to a group of patients in collaboration with the other clinical nurses and the nurse coordinator</p>	<p><u>Competency Standards</u> <u>Benchmark for nurses in daily practice:</u></p> <ul style="list-style-type: none"> ❖ Functions in accordance with legislation and common law affecting nursing practice ❖ Conducts nursing practice in a way that can be ethically justified ❖ Protects the rights of individuals and groups in relation to health care ❖ Accepts accountability and responsibility for own actions within nursing practice ❖ Acts to enhance the professional development of self and others ❖ Carries out a comprehensive and accurate nursing assessment of individuals and groups in a variety of settings ❖ Formulates a plan of care in collaboration with individuals and groups ❖ Implements planned nursing care to achieve identified outcomes within the scope of competence ❖ Evaluates progress toward expected outcomes and reviews and revises plans in accordance with evaluation data ❖ Contributes to the maintenance of an environment which promotes safety, security and personal integrity of individuals and groups ❖ Communicates effectively with individuals and groups ❖ Manages effectively the nursing care of individuals and groups ❖ Collaborates with other members of the health care team
<p>Maintains a proficient level of professional practice within the boundaries of the position description</p>	<ul style="list-style-type: none"> ❖ Prepares and conducts inservice education for nursing colleagues under the direction and guidance of the Nurse Co-ordinator and Education Department to enhance knowledge and skills in relation to the provision of educational activities for nurses ❖ Participates in relevant education programs and attends relevant external seminars/ workshops ❖ Plans career progression by setting personal and professional objectives
<p>Upholds the Hospital Risk Management Health & Safety Policies & Procedures</p>	<ul style="list-style-type: none"> ❖ Demonstrates in practice a knowledge of the process required in the event of injury and is aware of where such information may be retrieved ❖ Demonstrates in practice a knowledge of the processes required in relation to incident reporting and recording and is aware of where such information may be retrieved ❖ Practices within the policy on Manual Handling utilising the 3 principles: risk management, risk identification and risk control ❖ Refers to the Risk Management Manual Handling Instructions Sheet where appropriate in patient care ❖ Demonstrates knowledge of and application to all hospital risk management processes through adherence to relevant policies & procedures.eg infection control, safety, security

PROFESSIONAL CODE OF CONDUCT

ATTRIBUTE	PERFORMANCE OUTCOME:
Respect	<ul style="list-style-type: none"> ❖ Maintains confidentiality ❖ Does not make negative or derogatory comments about others ❖ Acknowledges the achievements of others ❖ Responds promptly to the needs of consumer
Honesty	<ul style="list-style-type: none"> ❖ Responsible with Mater Misericordiae Hospitals of Central Queensland property ❖ Provides accurate information to others within the bounds of confidentiality and role
Responsibility / Accountability	<ul style="list-style-type: none"> ❖ Aware of, and complies with policies and procedures of the Department and the organization ❖ Fosters and promotes a team culture and spirit of trust
Fairness	<ul style="list-style-type: none"> ❖ Non-judgemental with respect to cultural, religious. Lifestyle, or sexual preferences ❖ Provides equal opportunity
Sensitivity	<ul style="list-style-type: none"> ❖ Acknowledges the feelings of others ❖ Respects the rights of others
Safety	<ul style="list-style-type: none"> ❖ Demonstrates commitment to Workplace Health and Safety policies and procedures ❖ Ensures safety of those who are physically or mentally vulnerable
Loyalty	<ul style="list-style-type: none"> ❖ Does not make derogatory remarks about the Mater Misericordiae Hospitals of Central Queensland or other employees ❖ Recognises Mater Misericordiae Hospitals of Central Queensland needs must be met, eg rostering, leave arrangements
Conscientiousness	<ul style="list-style-type: none"> ❖ Demonstrates a professional attitude ❖ Punctual, clean and tidy ❖ Ensures adequate knowledge and skills for the job ❖ Adheres to professional standards

Key Accountabilities and Relative Significance Weighting:

P – 1	Clinical Nursing – Activities of Daily Living	15%
P – 5	Clinical Problem Solving	15%
P – 6	Reporting Patient Care	10%
P – 7	Coordinating Patient Care	10%
C – 1	Communication	5%
C – 2	Developing a Cooperative Work Environment	10%
I – 1	Retrieval of Relevant Information	10%
Q – 1	Ongoing Professional Development	10%
Q – 2	Customer Service	10%
Q – 4	Education / Staff Development Activities	5%

PATIENT CARE - Performance Element

Performance Criteria:

❖ Performance Cues

P1 Clinical Nursing – Activities of Daily Living <i>Applies sound clinical practice which ensures a safe environment and promotes optimal health.</i>
1. Identifies patient ‘activities of daily living’ needs by conducting a systematic assessment. ❖ Addresses: <ul style="list-style-type: none">- Daily hygiene needs- Nutrition- Elimination- Basic functional skills
2. Prioritises and develops an individualised plan of care in consultation with assigned patients. ❖ Develops accurate individual care plans according to specific patient needs ❖ Considers religious and cultural needs in the overall plan for care ❖ Includes relatives and family members / carers in the plan for care ❖ Identifies desired patient outcomes
3. Implements planned nursing care utilising accepted nursing standards, to achieve identified outcomes. ❖ Incorporates a respect for the values, customs and spiritual beliefs of individuals ❖ Incorporates standards relating to infection control, safety, ethico-legal and the nursing profession
4. Evaluates effectiveness of planned nursing care by reviewing patient outcomes. ❖ Identifies opportunities to enhance patient care ❖ Utilises a plan of care / clinical pathways effectively by documenting changes in health status ❖ Identifies and acts upon clinical path variances ❖ Evaluates the effectiveness of care
5. Adopts standards of clinical practice in accord with the beliefs, philosophy and objectives of the organisation. ❖ Care delivery reflects the mission and philosophy of the facility ❖ Adheres to organisational policies and procedures
P5 Clinical Problem Solving <i>Assesses and responds appropriately to clinical nursing problems.</i>
1. Conducts a systematic and comprehensive assessment of clinical problems. ❖ Conducts appropriate inquiry ❖ Identifies and responds to clinical signs and symptoms
2. Identifies options and evaluates their relevant outcomes to select the appropriate action. ❖ Considers other systems / products / methods ❖ Consults with patient, peers, allied health professionals as appropriate
3. Initiates interventions to prevent and or solve clinical problems. ❖ Considers research outcomes and previous experiences ❖ Identifies priorities and responds appropriately ❖ Demonstrates sound knowledge and skills in relation to clinical practice ❖ Identifies resources to support decision making
4. Provides collegial support in clinical problem solving by example and instruction. ❖ Recognises knowledge and skills of other health care professionals ❖ Acts as a resource person for other practitioners ❖ Acts as a role model for other nurses within the clinical area ❖ Supports staff in clinical situations
5. Utilises policies and procedures to prevent clinical problems and to assist with clinical problem solving. ❖ Follows hospital policies and procedures ❖ Utilises principles and theories of nursing practice

<p>P6 Reporting Patient Care <i>Effectively exchanges information regarding patient responses to treatment and nursing care.</i></p>
<p>1. Maintains confidentiality of patient information ❖ Disseminates only relevant information ❖ Stores medical records securely</p>
<p>2. Communication with other health professionals is clear, comprehensive and objective. ❖ Exercises tact and diplomacy ❖ Demonstrates good writing skills ❖ Documents in a clear and concise manner ❖ Verbal communications (including handover) are clear, concise, and accurate</p>
<p>3. Maintains accurate, objective patient records which meet hospital and legal requirements. ❖ Applies relevant legal requirements and hospital policies to documentation</p>
<p>4. Reports changes in patient condition accurately and within an appropriate time frame. ❖ Follows through by documenting and reporting changes in patient condition</p>
<p>5. Evaluates and reports patient care outcomes accurately and concisely. ❖ Documents outcomes and variances</p>
<p>P7 Co-ordinating Patient Care <i>Achieves optimum patient care through effective collaboration and coordination.</i></p>
<p>1. Coordinates individual patient care activities to ensure continuity of care. ❖ Collaborates with other health care professionals ❖ Consults with the patient</p>
<p>2. Organises own workload to maximise achievement of individual patient care needs. ❖ Prioritises care ❖ Reorganises workload to accommodate unpredictable events ❖ Meets patient deadlines to maximise patient outcomes</p>
<p>3. Co-ordinates activities with other nursing units to optimise patient care outcomes. ❖ Works as a team member ❖ Liaises with other units and facilities to enhance knowledge/information opportunities ❖ Liaisons with community services to provide optimum discharge arrangements</p>
<p>4. Co-ordinates activities with other health care professionals to optimise patient outcomes. ❖ Initiates / participates in discharge planning ❖ Initiates patient referrals to allied health services to enhance outcomes (eg dietitian and physiotherapist)</p>
<p>5. Consults with other health care professionals when patient needs fall outside the scope of nursing practice. ❖ Ensures the primary care area is kept informed of changes in patient care ❖ Communicates appropriately with other health care professionals ❖ Assists with the referral processes once initiated by the primary carer ❖ Coordinates patient transfers to other centres in a timely manner</p>

COMMUNICATION - Performance Element

Performance Criteria:

- ❖ Performance Cues:

<p>C1 Communication <i>Uses effective communication skills.</i></p>
<p>1. Utilises effective communication strategies. ❖ Uses language appropriately ❖ Transmits information clearly ❖ Uses formal and informal channels for communication</p>
<p>2. Utilises active listening techniques when communicating. ❖ Notes verbal and non-verbal cues ❖ Exercises empathy ❖ Provides opportunity for discussion and questions ❖ Uses open and closed questions appropriately</p>

<p>3. Develops and nurtures caring and therapeutic interpersonal relationships within the work environment.</p> <ul style="list-style-type: none"> ❖ Maintains or enhances the self-esteem of others ❖ Shows respect for the opinions of others ❖ Offers opportunities for new learning
<p>4. Ensures that verbal and written communication remains objective and within professional, medico-legal and ethical parameters.</p> <ul style="list-style-type: none"> ❖ Maintains confidentiality of patient information ❖ Maintains objectivity
<p>5. Utilises feedback to evaluate the effectiveness of communication</p> <ul style="list-style-type: none"> ❖ Requests feedback ❖ Seeks out opinions or suggestions in relation to recommendations ❖ Follows through with staff suggestions and communicates results as appropriate
<p>C2 Developing a co-operative work environment <i>Promotes effective work environment through effective communication and negotiation.</i></p>
<p>1. Recognises the role of health care team members.</p> <ul style="list-style-type: none"> ❖ Understands the organisational structure and the role of other health care team members ❖ Identifies persons accountable for special care needs ❖ Reinforces a team approach to care delivery ❖ Represents nursing/patient care within the health care team
<p>2. Utilises the appropriate formal and informal communication channels when seeking co-operation from others.</p> <ul style="list-style-type: none"> ❖ Refers to lines of communication/authority within the organisation when relaying information ❖ Applies strategies to ensure objective data is relayed to relevant personnel
<p>3. Gains co-operation from personnel in relevant areas to expand knowledge and experience of self and/or others.</p> <ul style="list-style-type: none"> ❖ Shares knowledge ❖ Identifies experiences that can be utilised to teach others ❖ Seeks information/asks questions
<p>4. Uses negotiation strategies to facilitate professional relationships with all health care personnel.</p> <ul style="list-style-type: none"> ❖ Is able to gain cooperation with other health professionals (eg Doctors in signing orders) ❖ Provides an environment which maximises a win/win solution
<p>5. Utilises effective communication skills to gain co-operation from a variety of health care personnel to improve patient outcomes.</p> <ul style="list-style-type: none"> ❖ Includes other nursing staff ❖ Includes allied health professionals

INFORMATION PROCESSING - Performance Element

Performance Criteria:

- ❖ Performance Cues:

<p>I1 Retrieving Information <i>Retrieves relevant information is to assess and respond appropriately to clinical/organisational/management problems.</i></p>
<p>1. Identifies critical information and relevant sources of information to augment decision making.</p> <ul style="list-style-type: none"> ❖ Accurately identifies information required to support program development ❖ Demonstrates a knowledge of where to access relevant information ❖ Utilises information as the basis for decision making

<p>2. Conducts adequate enquiry and retrieves information within an appropriate time frame.</p> <ul style="list-style-type: none"> ❖ Collaborates with others to ensure timely receipt of information ❖ Seeks advice or clarification on issues ❖ Considers a range of options to support the decision making process ❖ Maintains objectivity in relation to information collected ❖ Prioritises the retrieval of information ❖ Gathers information in a timely manner
<p>3. Validates collected information using appropriate resources.</p> <ul style="list-style-type: none"> ❖ Utilises current research data to augment decision making ❖ Conducts research to support findings ❖ Utilises an appropriate range of sources for validation
<p>4. Uses information to identify and resolve potential clinical or organisational problems.</p> <ul style="list-style-type: none"> ❖ Makes an objective assessment of information ❖ Identifies trends through information analysis ❖ Ensures relevance of information ❖ Uses information for problem solving ❖ Utilises information to promote change
<p>5. Utilises standards and protocols for information retrieval within the organisation.</p> <ul style="list-style-type: none"> ❖ Maintains confidentiality ❖ Collects and utilises information according to the organisation's mission, philosophy, and expressed policies and procedures

QUALITY PROCESSES – Performance Element

Performance Criteria:

- ❖ Performance Cues:

<p>Q1 Ongoing Professional Development <i>Maintains standards of practice through individual staff development.</i></p>
<p>1. Evaluates own performance objectively to identify strengths and areas where professional growth can occur.</p> <ul style="list-style-type: none"> ❖ Completes self-assessment as part of annual appraisal ❖ Refers to job description when appraising performance
<p>2. Seeks feedback from others regarding performance.</p> <ul style="list-style-type: none"> ❖ Asks for feedback regarding performance ❖ Monitors own performance against role models and identifies opportunities to improve own performance
<p>3. Identifies actions to improve performance outcomes.</p> <ul style="list-style-type: none"> ❖ Identifies realistic personal objectives ❖ Determines appropriate plan of action ❖ Identifies and utilises appropriate resources to achieve personal objectives
<p>4. Initiates / participates in continuing professional development.</p> <ul style="list-style-type: none"> ❖ Maintains professional memberships ❖ Participates in continuing education
<p>5. Demonstrates accountability for own actions.</p> <ul style="list-style-type: none"> ❖ Seeks guidance and direction from other health care professionals for new learning ❖ Completes incident forms etc
<p>Q2 Customer Service <i>Utilises customer service principles to exceed customer expectations.</i></p>
<p>1. Identifies the needs and expectations of internal and external customers.</p> <ul style="list-style-type: none"> ❖ Is aware of who the customers of the service are ❖ Identifies customer needs and expectations ❖ Researches customer service opportunities ❖ Identifies value added concepts in customer service
<p>2. Provides an environment that is conducive to patient comfort.</p> <ul style="list-style-type: none"> ❖ Meets physical needs ❖ Meets emotional needs ❖ Meets spiritual needs

<p>3. Uses a friendly, personal approach that makes the customer believe they are welcome and valued.</p> <ul style="list-style-type: none"> ❖ Applies this approach to all internal and external customers ❖ Provides comprehensive care and applies opportunities to ensure that customer's individual needs are met ❖ Demonstrates a caring attitude, concern and empathy ❖ Promotes a friendly, welcoming environment
<p>4. Co-operates with other health care personnel to optimise customer service outcomes.</p> <ul style="list-style-type: none"> ❖ Liaises appropriately with other internal departments ❖ Applies a team approach to customer service ❖ Utilises skill and knowledge of others ❖ Utilises opportunities for feedback (i.e. surveys and focus groups) ❖ Responds immediately to customer complaints ❖ Leads by example
<p>5. Provides opportunities for evaluation of customer satisfaction.</p> <ul style="list-style-type: none"> ❖ Participates in quality improvement activities ❖ Suggests improvements to customer service
<p>Q4 Education / Staff Development Activities <i>Facilities learning through the implementation of educational activities within the department.</i></p>
<p>1. Plans learning experiences based on identified needs.</p> <ul style="list-style-type: none"> ❖ Identifies learning needs within the Department with the assistance of the nurse co-ordinator ❖ Develops / plans educational activities based on identified needs
<p>2. Selects appropriate teaching strategies to facilitate learning.</p> <ul style="list-style-type: none"> ❖ Utilises appropriate resources (teaching aids, personnel) ❖ Ensures that timing of sessions is appropriate
<p>3. Applies knowledge of current trends when planning educational activities.</p> <ul style="list-style-type: none"> ❖ Conducts education and teaching sessions in line with the mission and philosophy ❖ Engages the support of the nurse co-ordinator and the education department personnel as necessary when planning education sessions for the department
<p>4. Contributes to the continual improvement of educational activities available within the department</p> <ul style="list-style-type: none"> ❖ Maintains knowledge of clinical trends ❖ Contributes suggestions for improvements to the department educational activities
<p>5. Utilises appropriate standards and guidelines for educational activities within the department.</p> <ul style="list-style-type: none"> ❖ Follows organisational/industry standards/policies/procedures

I have read and agree to work according to the above position description.

Employee Signature: _____ **Date:** ____/____/____

Position Description Revision: November 2008