

## 1. General Information

<b>Position Title:</b>	Enrolled Nurse
<b>Position Reports to:</b>	Central Resource Unit Manager (or nominee)
<b>Enterprise/Individual Agreement:</b>	Epworth HealthCare Nurses and Midwives Enterprise Agreement 2020-2024
<b>Classification/Grade:</b>	Grade 1 or Grade 2
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• Patients, inclusive of family member(s) &amp; visitors</li><li>• Medical staff and VMOs</li><li>• Multi-disciplinary team colleagues Internal service providers ie. pathology, patient transport, radiology</li></ul>

## 2. Overview of Epworth HealthCare

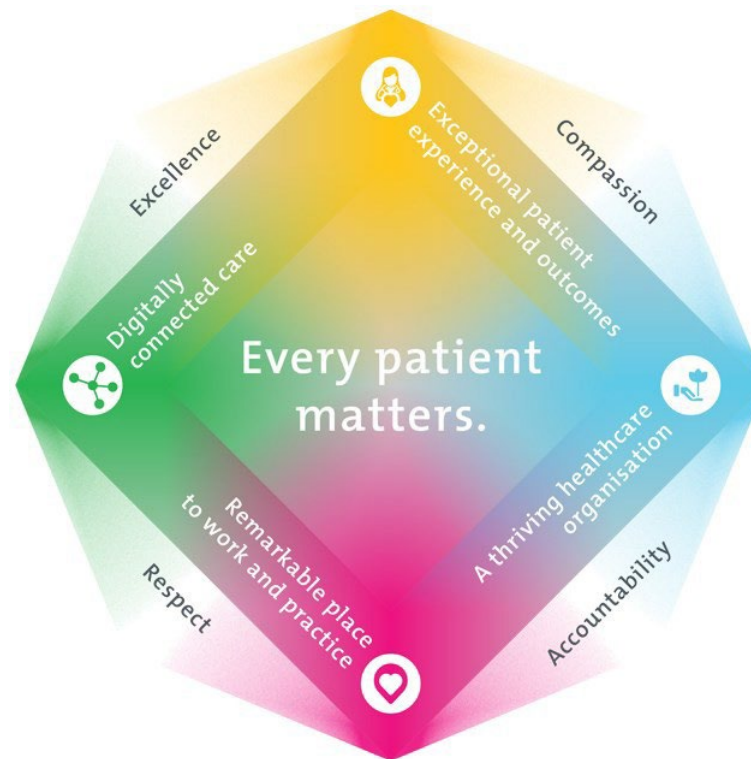
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

## 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
<b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.
<b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
<b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
<b>Digitally connected care</b> - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

To collaborate and provide best practice in high quality nursing care and experience that is in accordance with the patient’s physical, psychological, emotional, social and spiritual well being. In particular to utilise available resources, promote and participate in all national standards and quality activities and provide outstanding customer service to ensure positive clinical outcomes.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b>Leadership and culture</b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b>Consumer Partnerships</b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b>Effective Workforce</b>	Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care.
<b>Clinical Safety and Effectiveness</b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b>Risk Management</b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Clinical Care</b> <ul style="list-style-type: none"> <li>Practice in accordance with Nursing and Midwifery Board of Australia (NMBA) National Competency Standards for Enrolled Nurses</li> <li>Practice in accordance with the National Safety and Quality Health Service (NSQHS) Standards</li> <li>Practice in accordance with legislative and common law requirements</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with mandatory and unit specific competencies every 12 months or as prescribed</li> <li>Compliance with NMBA National Competency Standards for Enrolled Nurses</li> <li>Compliance with NSQHS</li> </ul>

<ul style="list-style-type: none"> <li>• Actively participate in a team nursing model of care</li> <li>• Utilises a reflective, critical thinking and evidence based approach to the clinical care of patients</li> <li>• Consistently conduct &amp; participate in bedside handover</li> <li>• Encourages patients and family members participation in all stages of care continuum</li> <li>• Performs effective admission and discharge processes in accordance with organisation KPI</li> <li>• Timely reporting of outcomes of nursing interventions to the Nurse Unit Manager (or delegate)</li> <li>• Demonstrate empathy and compassion to patients and their family, colleagues and VMOs. Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community</li> <li>• Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols</li> <li>• Practices in accordance with Infection Control Standards</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with legislative and common law requirements</li> <li>• Compliance with discharge KPI</li> <li>• Patient and customer service satisfaction surveys to be within organisational targets</li> <li>• Sound relationships developed and maintained with customers</li> <li>• Compliance with Information Privacy Act (2000) and the Health Records Act (2000)</li> <li>• Compliance with EEO &amp; Social Media Policies and Protocols of Epworth HealthCare</li> <li>• Compliance with Call Bell response KPI</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	<ul style="list-style-type: none"> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's circumstances, expectations and issues</li> <li>• Proactively escalates concerns when necessary to ensure resolution of any current or potential breakdown in processes and systems that impact patient care and customer service</li> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> <li>•</li> </ul>

# Position Description



<p><b>Team Work</b></p> <ul style="list-style-type: none"> <li>• Works cooperatively and collaboratively with all members of the multidisciplinary team</li> <li>• Provides positive and constructive feedback to others team members</li> <li>• Actively participates as a member of the units team</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>• Attends and actively participates in department and team meetings</li> <li>• Feedback from team members</li> </ul>
<p><b>Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Strives to consistently improve service delivery and clinical practice</li> <li>• Provides suggestions, and feedback to ANUM and NUM on quality activities</li> <li>• Actively participates in quality improvement activities within the unit or department in accordance with the National Standards for Clinical Excellence and ACHS Accreditation Standards</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>• Evidence of participation in quality activities</li> <li>• Improved patient care</li> <li>• Improvement in performance of unit and Epworth healthcare site</li> <li>• Show a proactive attitude in reviewing, supporting and implementing relevant research into the clinical environment</li> <li>•</li> </ul>
<p><b>Personal and Professional Development</b></p> <ul style="list-style-type: none"> <li>• Participates in prescribed performance development system annually</li> <li>• Evaluates personal performance and plans self-development</li> <li>• Participates in supervision of Enrolled Nurses and students (where requested by NUM)</li> <li>• Participates in the orientation of staff</li> <li>• Participates in and provides as requested by NUM education to unit staff and students</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of annual performance appraisal</li> <li>• Participation in in-services, ward education, ward meetings</li> <li>• Completion of objectives outlined in self- development plan (provide evidence of)</li> <li>• Training of staff in relevant ward/unit specific activities (when requested by NUM)</li> <li>• Show a proactive attitude in reviewing, supporting and implementing relevant research into the clinical environment</li> <li>•</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

<ul style="list-style-type: none"> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	
<p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> <li>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <p>Diploma qualified; endorsed Enrolled Nurse with:</p> <ul style="list-style-type: none"> <li>• Nursing and Midwifery Board of Australia [NMBA]</li> <li>• Australian Health Practitioner Regulation Agency [AHPRA]</li> <li>• Recency of practice in acute, subacute or midwifery care contexts</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Clinical skills relevant to the specialty (Grade 2)</li> <li>• Demonstrated ability to practice within their scope of practice.</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Ability to adapt to new environments and productively assimilate into a rostered team, and take direction</li> <li>• Thorough understanding of the relevant Nurse Standards of Practice (RN, EN Midwife), Decision making Framework for Nursing and Midwifery and a thorough understanding of scope of practice.</li> <li>• Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct</li> <li>• Knowledge and understanding of National Standards for Clinical Excellence and ACHS Accreditation Standards</li> <li>• Solid computer skills</li> </ul>

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	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Demonstrate role model behaviour consistent with the nursing midwifery codes.</li> <li>• Superior conflict resolution skills</li> </ul>
<p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Belief in patient centred care</li> <li>• Committed to providing a safe environment for patients &amp; colleagues</li> <li>• Professional work ethic</li> <li>• Practices within the ethos of the Epworth HealthCare Values &amp; Behaviours</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Self-motivated and self-directed</li> </ul>

## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
November 2015	October 2022	Clinical Services Leadership Team

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_