



## Aboriginal and Torres Strait Islander Talent Pool

The CHQ Aboriginal and Torres Strait Islander Talent Pool aims to increase the employment opportunities and workforce representation, valuing the unique perspectives, skills, and experiences of Aboriginal and Torres Strait Islander peoples.

## Role Description – Nurse Navigator (NRG7)

<b>Job Ad Reference</b>	H23CHQ513140	<b>Classification</b>	Nurse Grade 7
<b>Role title</b>	Nurse Navigator	<b>Salary</b>	\$64.90 - \$70.47 per hour (temporary) \$79.83 - \$86.68 per hour (casual)
<b>Status</b>	Temporary full time Temporary part time Casual	<b>Closing date</b>	Ongoing
<b>Unit/Branch</b>	Children's Health Queensland Hospital and Health Service		
<b>Division/ Hospital and Health Service</b>	Children's Health Queensland Hospital and Health Service	<b>Contact Name</b>	CHQ Footprints Program
<b>Location</b>	Brisbane	<b>Contact Number</b>	<a href="mailto:CHQ_footprints@health.qld.gov.au">CHQ_footprints@health.qld.gov.au</a>

### About Children's Health Queensland Hospital and Health Service

Children's Health Queensland Hospital and Health Service (CHQ HHS) is a recognised leader in paediatric healthcare, teaching and research. With a dedicated team of more than 4,500 people, our point of difference is in the way we provide care to children, young people and their families every day. This is through our steadfast commitment to providing patient and family-centred care at every level of our service and our continuous drive for service and operational excellence.

#### Our Vision

Leading life-changing care for children and young people - for a healthier tomorrow.

#### Our Purpose

To offer the best: safe, expert, accessible child and family-centred care for children and young people.

#### Our Values

**Respect** – teamwork, listening, support - *We listen to others*

**Integrity** – trust, honesty, accountability - *We do the right thing*

**Care** – compassion, safety, excellence - *We look after each other*

**Imagination** – creativity, innovation, research - *We dream big*

For further information please visit the [CHQ HHS](http://CHQHHS) website.

## Your Opportunity

To provide advanced clinical and professional practice, facilitating a safe and efficient patient journey across the continuum of care through applying the Nurse Navigator principles of coordinating patient centred care, creating partnerships, improving patient outcomes and facilitating systems improvement. The role improves complex patient care, increases system efficiencies, reduces costs by streamlining and coordinating care.

### Autonomy

- Advanced level of autonomous clinical and professional practice.
- Advanced level of decision making in collaboration with a multi-disciplinary team.
- Undertake operational leadership.
- Works collectively to apply the principals of clinical governance.
- Applies professional and clinical expertise in collaboration with nursing and multi-disciplinary stakeholders.
- Responsible for enacting strategies that supports a work-based culture that promotes and supports education, learning, research and workforce development.

## Your Role and Responsibilities

Fulfil the responsibilities of this role in accordance with Schedule 2, Nurses and Midwives (Queensland Health) Award - State 2015 – Generic Level Statements (GLS) Nurse Grade 7 and the Queensland Health and Children’s Health Queensland Hospital and Health Service (CHQHHS) commitments and values, in achievement of the organisational goals and Domains of Practice.

### Domain 1: Direct comprehensive care or provision of direct care

- Accountable for Nursing and Midwifery Board of Australia (NMBA) and own standards, actions and the outcomes of own nursing practice, professional advice given and for activities.
- Responsible for providing safe, compassionate care, integrating the nursing Professional Practice Model, quality frameworks Planetree philosophy of caring for each patient’s psychological, social, emotional, spiritual, and physical care needs. This supports achievement of best clinical practice and individualised patient care and outcomes.
- Demonstrate advanced application of clinical and professional leadership skill and specialist knowledge to achieve integrated patient care and reduce fragmentation in the patient journey.
- Apply advanced knowledge and skill to engage patients, family and caregivers, encouraging self-management and health literacy supporting informed decision making.
- Exercise advanced clinical judgement, informed by an evidence-based model using critical thinking and ethical decision-making processes, in the provision of patient-centred care coordination across the patient journey.
- Establish therapeutic relationships with patients founded upon sensitivity to cultural and linguistic differences and respect for personal lifestyle choices.
- Facilitate referral pathways across the continuum of care between the primary community setting and the primary, secondary and tertiary care providers supporting the patient and preventing emergency department presentations.
- Foster active patient engagement and participation in the development of individualised health care plans, which empower informed decision making and self-management regarding current and future health care options.

### Domain 2: Support of Systems

- Contribute to and integrate key objectives into service delivery from the Children’s Health Queensland Strategic Plan and those of key internal/external partners.
- Adhere to, develop and evaluate established guidelines, protocols, procedures, standards and systems of work as set by the organisation.
- Advise and contribute to the application of information systems to improve clinical practice environment informing decision-making.
- Benchmark with like facilities with the goal of achieving excellence in Nurse Navigation.

- Responsible for completing required documentation and becoming a proficient user of the Electronic Medical Record (EMR) and other Information Technology systems; once proficient remains current with changes, updates and contingencies.
- Responsible for maintaining access and confidentiality always incorporating technology with compassionate nursing care to achieve a 'high tech, high touch' practice.

### Domain 3: Education

- Provide educational leadership and expertise, supporting a learning environment by mentoring and promoting team development opportunities to enhance and assure Person Centred Care.
- Support education and research to promote innovation specific to healthcare trends, to promote patient focused and service outcomes within the scope of the Nurse Navigator position.
- Provide patient centred education facilitating a better understanding of their health condition for self-management and informed decision about their health care.

### Domain 4: Research

- Engage in quality initiative and research projects relevant to the improvement of the patient care journey.
- Utilise contemporary information, research evidence, personal knowledge and experience to support decision making.
- Translate evidence into practice to foster achievement of best practice outcomes
- Integrate research in the design of quality improvement mechanisms relevant to the role of the Nurse Navigator, into practice using contemporary science principles of implementation that improves the safety, effectiveness and quality of the patient care journey and outcomes.

### Domain 5: Professional Leadership

- Provide a central point of communication, engagement and coordination for key partners involved in the individual patients care across primary, secondary and tertiary care providers utilising multi-modal communication pathways facilitating the patient focused care journey.
- Coordinate key partners engagement facilitating patient focused care enhancing health literacy and self-care management.
- Participate in relevant local and state-wide networks providing effective representation and advancement of Nurse Navigator practice standards incorporating emerging key performance indicator evidence in the evaluation of Nurse Navigator programs.
- Initiate a healthcare team with external partners to monitor complex care patients, identifying actions in coordinating timely patient centred care.
- Promote and participate in networking and engaging with other Nurse Navigators.
- Advocate effectively through the provision of skilled nursing consultation within healthcare team decision-making forums and proactively addresses enablers and barriers impacting on the role.
- Work across professional and organisational boundaries to influence health service and/or professional outcomes within their scope of practice.
- Initiate and support innovations, utilising effective negotiation and advanced problem-solving skills, in addition to change management principles to establish or enable new processes and or structures that result in patient centred outcomes.

## Position Reports To

- Assistant Nursing Director / Nurse Manager

## Qualifications/Professional Registration/Other Requirements

- Appointment to this position requires proof of qualification and registration with the Nursing and Midwifery Board of Australia (NMBA) as a Registered Nurse (RN). Certified copies of the required information must be provided to the appropriate supervision/manager prior to the commencement of employment.
- Whilst not mandatory, a Bachelor of Nursing would be well regarded in line with the Australian Qualification Framework.

- A post graduate qualification or currently enrolled in a post graduate program in a relevant area of study is highly desirable.
- Queensland Health has a pre-engagement screening policy that is another step towards protecting patients, employees and the wider community.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
  - measles, mumps, rubella (MMR)
  - varicella (chicken pox)
  - pertussis (whooping cough)
  - hepatitis B
  - tuberculosis
- All employees are required to complete mandatory training and competencies in accordance with CHQHHS policies and procedures.

## How will you be assessed?

Applicants will be assessed on their ability to demonstrate a range of key personal qualities, capabilities, experience and knowledge within the context of the roles responsibilities:

<b>Domain 1: Direct comprehensive care or provision of direct care</b>	<ul style="list-style-type: none"> <li>▪ Evaluate the coordination of care and consumer engagement across the care continuum identifying strategies to reduce service fragmentation enhancing patient quality of life and patient reported outcomes.</li> <li>▪ Establish therapeutic relationships, incorporating health education, advocacy and culturally competent professional practices that facilitate achieving patient identified goals and optimised health experiences.</li> </ul>
<b>Domain 2: Supports of Systems</b>	<ul style="list-style-type: none"> <li>▪ Lead and review processes that support an efficient patient care journey through knowledge of systems and processes enhancing care integration and reducing fragmentation.</li> <li>▪ Utilise information systems to extract and analyse data informing innovations in models of care supporting effective and efficient care delivery to the patient.</li> </ul>
<b>Domain 3: Education</b>	<ul style="list-style-type: none"> <li>▪ Develop education materials and educate patients to better understand their health conditions enabling self-management and to participate in health care decisions improving their own health outcomes.</li> </ul>
<b>Domain 4: Research</b>	<ul style="list-style-type: none"> <li>▪ Integrate research in the design of quality improvement mechanisms relevant to the role of the Nurse Navigator to support evidence-based clinical practices and processes that improves the safety, effectiveness and quality of patient care outcomes.</li> </ul>
<b>Domain 5: Professional Leadership</b>	<ul style="list-style-type: none"> <li>▪ Lead the design and coordination of an integrated health care model creating partnerships achieving a contemporary service supporting patient identified goals and reducing fragmentation across the continuum of care.</li> </ul>
<b>Clinical/Specialist/Technical Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Demonstrate advanced knowledge of paediatric contemporary nursing theory, practice, treatments and outcomes.</li> <li>▪ Demonstrate well developed understanding of the health needs of Aboriginal and Torres Strait Islander children and families in the context of the social determinants of health.</li> <li>▪ Demonstrate well developed understanding of the role of general practice and primary health care in the context of managing the health and wellbeing of Aboriginal and or Torres Strait Islander children and young people.</li> <li>▪ Over 5 years of paediatric specialist clinical care management and/or evidence of autonomous advanced skills, knowledge and experience.</li> <li>▪ Possess capacity to engage and motivate patients and teams to provide evidence informed care.</li> <li>▪ Possess experience in collecting and analysing patient and/or service/s data and reporting in achieving key performance indicators and specialist standards.</li> </ul>

## Your Application

Please provide the following information for the Selection Panel to assess your suitability:

1. **A written response of no more than 2 pages** addressing your ability to meet the requirements of the role listed under 'How will you be assessed?' and within the context of the 'role and responsibilities'.
2. **Your current CV or resume**, including two referees that can attest to your performance and conduct in the workplace. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.
3. **Application form** (only required if not applying online).

## Additional Information for Applicants

- For details regarding salary information, leave entitlements, flexible working arrangements and other benefits please refer to the attached Applicant Information and Guide or visit the [Queensland Health website](#).
- All relevant health professionals (including registered nurses and medical officers) who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- Pre-employment screening, including criminal history and disciplinary history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card.
- Employees who are permanently appointed to CHQ HHS may be required to undertake a period of probation appropriate to the appointment.
- Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at the [Public Service Commission Lobbyist Disclosure Policy](#)
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in [Section 571 of the Workers' Compensation and Rehabilitation Act 2003](#).
- Hepatitis B vaccination or proof that you are not susceptible to hepatitis B is a condition of employment for all staff that will have direct contact with patients of who in the course of their work may be exposed to bodily fluids/blood or contaminated sharps.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
  - measles, mumps, rubella (MMR)
  - varicella (chicken pox)
  - pertussis (whooping cough)
  - hepatitis B
  - tuberculosis

**NOTE** that subsequent evidence must be provided of future vaccination in respect of pertussis (whooping cough) as recommended in *The Australian Immunisation Handbook*.

- Travel may be a requirement.

- Applications will remain current for 12 months and may be considered for other vacancies which may include an alternative employment basis (temporary, full time, part time).

