

Role description

Mackay Hospital and Health Service

Role details

Job ad reference	QLD/574308	Classification	Nurse Grade 7
Role title	Nurse Navigator (Australian South Sea Islander)	Salary	\$132,562 to \$143,924 p.a. \$5,081.10 to \$5,516.60 p.f.
Employment status	Temporary Full Time (76 hours p.f.) From date of appointment to 29 December 2024	Closing date	Tuesday, 9 July 2024
Unit / Team / Department	Nurse Navigators Mackay	Contact name	Lauriann Trevy – Project Director, Nurse Navigators Mackay
Division	Perioperative and Ambulatory Care - Stream 2	Contact number	0448 611 679
Facility	Mackay Base Hospital		
Location	Mackay		

Applications must be submitted online via the Smartjobs website – www.smartjobs.qld.gov.au

Your employer – Mackay Hospital and Health Service

Our values

The Mackay Hospital and Health Service (MHHS) provides a working environment which embraces professional development, builds capabilities, provides roles with variety and flexibility, supports staff to maximise their health and wellbeing and encourages work/life balance. To support that the MHHS is regarded as an employer of choice, staff have been consulted and selected four values they strive to demonstrate in their daily activities:



Through partnerships and co-operation, we drive innovation



Having confidence and belief in each other to be able to rely and depend on our actions



We show respect and compassion for the people we care for and work with



We depend on and support one another individually and as a team

There is an expectation of each employee, by their colleagues, manager and the Executive, to exhibit values-based behaviours in the completion of all their tasks.



About the Mackay Hospital and Health Service

The MHHS is a contemporary organisation providing extensive health services in a range of regional, community and rural settings, to a population of around 182,000 people. Our region covers Sarina in the south, Clermont in the west, and Bowen and the Whitsunday Islands in the northeast, which is an area of approximately 90,000km².

The MHHS has six hospitals, two multi-purpose health services and four community health centres that employs more than 3,700 staff. The Mackay Base Hospital is the referral hospital for our region and is one of the most modern healthcare facilities in Queensland. It is a state-of-the-art facility equipped with leading edge technology to assist us in providing the highest level of care to our patients and their families.

Our staff are passionate about community engagement and delivering outstanding healthcare services to the communities throughout our diverse region. Our Vision is to deliver Queensland's Best Rural and Regional Health Care, and our Purpose is to deliver outstanding health care services to our communities through our people and partners.

The MHHS respectfully acknowledges the Traditional Custodians of the land and sea on which we serve our communities, and pay our respect to Elders past, present and emerging. We also declare our commitment to reducing inequalities in health outcomes for Aboriginal and Torres Strait Islander peoples as we move to a place of equity, justice and partnership together. We strongly encourage Aboriginal and Torres Strait Islander peoples to apply for all advertised positions.

The MHHS values its people, respecting and embracing diversity and a balance between work and life commitments. People of all ages, abilities, gender and ethnicity are encouraged to apply for positions.

Working for the MHHS offers all the benefits of coast and country living and the convenience of a growing regional city where you can pursue a wide range of interests and lifestyles in a secure, family friendly and culturally diverse environment. We throw in eclectic cafes, restaurants and bars, quirky festivals and an arty and interesting community to make this a great place for those looking to escape the craziness of the city and try life at a different pace.

Visit: <http://www.mackay.health.qld.gov.au/>.

About the Unit / Team / Department

Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the sugarcane fields.

In 1994, the Commonwealth Government officially recognised Australian South Sea Islanders as a distinct ethnic group with their own history and culture, acknowledging the injustices of the indentured labour system and their significant contribution to Australia's culture, history, and economy. The Queensland Government also recognised Australian South Sea Islanders as a distinct cultural group in 2000 and are progressing toward addressing health disparities.

MHHS recognises the valuable contributions made by Australian South Sea Islanders to the Mackay community. They also acknowledge that the health needs of this community align with those of Aboriginal and Torres Strait Islander populations. As part of our commitment, MHHS is assembling a project team to enhance support for the Australian South Sea Islander community's health needs.

The position will work closely with the Aboriginal and Torres Strait Islander Health Unit, other teams, programs, and stakeholders within MHHS.

The Nurse Navigator function is a fundamental part of the nursing role. It aims to facilitate the patient journey in what has become an increasingly complex health system. This facilitation will be achieved by reducing fragmentation, mitigating barriers, educating, empowering and coordinating patient care. These roles are intended to transcend across multiple specialities, support nurse led service models and augment existing models of care within a facility or clinical area.

The Nurse Navigator reports directly to the Australian South Sea Islander Project Director and maintains a professional nursing line to the Nursing Director, Perioperative, Women's Health and Ambulatory Services. The Nurse Navigator will be responsible for patient-centred care coordination of one of the identified key priority areas and these positions will be flexible and adaptable to meet the needs of the clients accessing the MHHS.

There's a requirement to utilise current technology including integrated electronic Medical Record (ieMR) and Telehealth as service enablers.

Your opportunity

The purpose of this role is to demonstrate accountability at an advanced practice level for managing and coordinating ongoing care plans for Australian South Sea Islanders within geographical area and for the provision of nursing leadership specialist advice, consultation and education to inter-professional team members as relevant to the specific context of the role.

The key principles for the Australian South Sea Islander Nurse Navigator role include:

- Coordinating patient-centred care across the patient journey.
- Creating partnerships, for example, providing a central point of communication, engagement and coordination for all stakeholders involved in the patient's care.
- Improving patient outcomes through the delivery of evidence-based care.
- Facilitating systems improvement – providing a leadership role within the organisation and act as an agent of change.

Autonomy

- a) Advanced level of autonomous clinical and professional practice.
- b) Advanced level of decision making in collaboration with a multi-disciplinary team.
- c) Undertake operational leadership.
- d) Work collectively to apply the principles of clinical governance.
- e) Apply professional and clinical expertise in collaboration with nursing and midwifery and multi-disciplinary stakeholders.
- f) Responsible for enacting strategies that supports a work-based culture that promotes and supports education, learning, research and workforce development.

Your role

Generic responsibilities:

- Fulfil the responsibilities of this role in accordance with Schedule 2 of the *Nurses and Midwives (Queensland Health) Award State 2015*; and Generic Level Statements and Domains of Practice for Nurse Grade 7; and the Queensland Public Service and the MHHS Values as outlined above and <http://www.mackay.health.qld.gov.au/about-us/living-our-values/>.

- Understand your broad responsibility for safety and quality in healthcare, actively participate in continuous quality and safety improvement activities within the workplace and notify a relevant clinical or non-clinical responsible officer when concerns exist about workplace or patient safety.
- The provision of a Healthy and Safe environment within MHHS is everyone's responsibility.
- Carry out work in accordance with prescribed practices and procedures and in a manner that will not create health and safety hazards for yourself or others in the workplace. Understand your accountability to uphold the principles and practices of the Health Service's Health and Safety Management System in accordance with legislation and industry standards. For supervisors, actively promote good health and safety practices to staff of your work area.
- Employees who are appointed to the MHHS are accountable for information security, management and appropriate use, in accordance with legislation, standards, policies and procedures.

Role-specific responsibilities:

- The Nurse Navigator model of care aims to meet the individual needs of the patient and is intended to be flexible and responsive to the health service needs. The role is intended to work across multiple specialties remaining focused on the patient's entire journey, not limited to a set of specific disease processes. The Nurse Navigator will improve patient outcomes by actively leading and supporting existing and emerging nurse-led models of care, whilst maintaining flexibility and responsiveness to the needs of the health service and patient populations.
- The Nurse Navigator role is underpinned by four key principles of care that aim to facilitate the patient journey in what has become an increasingly complex health system by: reducing fragmentation, mitigating barriers, educating and empowering others and coordinating patient care. The key principles of care are: coordinating patient centred care; creating partnerships; improving patient outcomes; and facilitating systems improvement.
- The role will:
 - Collaborate closely with the Australian South Sea Islander Cultural Liaison Officer to enhance management and care coordination to support both the patient and their families. This involves developing ongoing care plans, implementing interventions, and monitoring service providers to prevent hospital admissions and unscheduled readmissions.
 - Support non-hospital-based care and nurse led service models and augment existing models of care internally to facilities, and externally to General Practitioners and other providers.

Domains of Practice

DOMAIN 1 – DIRECT COMPREHENSIVE CARE OR PROVISIONS OF DIRECT CARE

Accountability and Responsibility

- Accountable for NMBA and own standards, actions and the outcomes of own nursing practice, professional advice given and for activities delegated to a registered nurse, enrolled nurse or unregulated healthcare worker.
- Demonstrate advanced application of clinical and professional leadership.
- Accountable for the delivery of safe clinical practice and professional advice.
- Work collaboratively with peers and others to create a positive practice environment that achieves best practice outcomes for recipients of healthcare services.
- Contribute to organisational key objectives and performance indicators.
- Accountable for outcomes and achievement of service performance targets.

Skills and Knowledge

- Demonstrate advanced specialist knowledge, experience and clinical skills in a particular area of expertise.
- Demonstrate critical thinking and reasoning, advanced problem-solving skills and expert clinical judgement.
- Demonstrate advanced knowledge and application of contemporary nursing practice and theory.
- Lead the application and evaluation of contemporary human, material and financial resource management for the multidisciplinary environment.

Role in clinical care

- Provide leadership in professional decision-making through the application of advanced clinical knowledge and skills.
- Coordinate clinical practice delivery in a clinical specialty or area of expertise.
- Participate directly or indirectly in the delivery of clinical care to individuals/groups who access the Nurse Navigation service.
- Use evidence-based clinical practice to facilitate positive outcomes for recipients of healthcare services.
- Integrate and translate the principles of contemporary nurse/ midwifery education into practice.

DOMAIN 2 – SUPPORT OF SYSTEMS**Policies, protocols, guidelines and standards**

- Integrate key objectives from the strategic plan (facility/division, clinical service) into service delivery for a clinical unit/department.
- Adhere to established guidelines, protocols, procedures, standards and systems of work as set by the organisation.
- Coordinate, develops, implements, translates and evaluates clinical practice standard guidelines, procedures and protocols using an evidence-based approach.
- Advise and contribute to the application of information systems to improve clinical practice environment inform decision-making.
- Integrates direction and priorities for quality improvement into care that establishes a quality framework which supports achievement of evidenced-based care outcomes for patients.
- Demonstrate comprehensive knowledge, and the ability to apply relevant legislation, guidelines and standards.
- Coordinate patient centred care across the client journey by:
 - Enhancing system integration, reducing fragmentation and barriers.
 - Enhancing quality of life by supporting the application of evidenced-based patient centred care pathways that are responsive to changing client needs.
 - Coordinating timely access to appropriate health and social services as relevant.
- Comply with and utilise contemporary human resource management principles including work health and safety, equal employment opportunity, anti-discrimination and the Code of Conduct for the Queensland Public Service.
- Demonstrate ability to utilise system literacy to promote cohesion across the health continuum to streamline efficient and effective client centred care which reduces fragmentation, duplication, time delays, inappropriate treatment, and other barriers.
- Assess, monitor and address barriers to effective communication with respect to referral pathways, and the flow of information to support client centred care.
- Respond to emerging trends in healthcare services in consultation with others relevant stakeholders.

- Initiate and conduct quality improvement activities.
- Promote and support quality improvement activities.
- May work across professional and organisational boundaries to influence health service and/or professional outcomes.

Quality/Safety/Risk management

- Maintain the safety of recipients of healthcare services and staff by fostering safe work standards within the clinical practice environment.
- Consult with and provide expert nursing advice to achieve integrated care within health services.
- Responsible for the implementation of a quality and risk management frameworks to improve quality of care and work environment.
- Promote and support a culture of continuous quality improvement.
- Respond to emerging trends in healthcare services in consultation with others relevant stakeholders.
- Responsible for compliance with professional standards.
- Initiate and conduct quality improvement activities.

Mentorship/Reporting lines

- Coordinate and guide mentoring, preceptorship, role modelling and promote cooperation and collaborative teamwork.
- Provide leadership and act as a clinical resource, advisor, mentor, role model, technical expert, to registered nurses, enrolled nurses and members of multi-disciplinary team.
- Provide clinical supervision, mentorship and professional leadership to registered nurses and enrolled nurses.
- Apply the principles of succession management and mentoring to involve colleagues in ongoing career development and growth.
- Undertake supervision and act as a role model and/or mentor.

Management

- Lead and coordinate a nursing team and/or healthcare team and oversees and provides clinical support or relevant expertise.
- May work across professional and organisational boundaries to influence health service and/or professional outcomes.

Change Management

- Lead change management processes.
- Participate in innovation, monitor and report on the impact of change within the scope the position and service.

DOMAIN 3 – EDUCATION

- Develop and encourage a learning environment by mentoring and promoting team development and individual capacity building.
- Participate in the development and sustainability in the culture of learning resulting in a capable and educated nursing/midwifery workforce.
- Support education and research to promote innovation specific to healthcare trends, to promote patient and service outcomes within the scope of their position.
- Promote engagement by self and others in professional development and maintains own professional development portfolio.
- Lead and coordinate education activities to build expertise and capability within the nurse and midwifery workforce.

- Exhibit educational leadership and expertise in determining learning needs and mechanisms to foster a culture of learning in the workplace.
- Translate evidence into practice to foster achievement of best practice outcomes.

DOMAIN 4 – RESEARCH

- Engage in quality initiative and research projects to inform practice change.
- Use contemporary information, research evidence, personal knowledge and experience to support decision making.
- Contribute to the development of unique body of knowledge and translates it into practice.
- Action policy and evidence-based research for application.

DOMAIN 5 – PROFESSIONAL LEADERSHIP

- Collaborate with others in the provision of policy advice on issues relating to professional and clinical practice, education and research.
- Participate in innovation and change to develop responses to address emerging service needs.
- Contribute to the unique body of knowledge within scope of practice when engaging with internal and external groups/partner/bodies.
- Collaborate in the provision of advice on nursing matters.

Mandatory qualifications / Professional registration / Other requirements

- **Qualification:** Bachelor of Nursing or equivalent certification relevant to the position is mandatory.
- **Professional Registration:** Possession and Maintenance of Registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA) is mandatory for this role.
- **Post-Graduate Experience:** Minimum of one-year post-graduate experience is mandatory for this role.
- **Identified Role:** Under Section 25, 104 and 105 of the Queensland Anti-Discrimination Act 1991 it is a genuine occupational requirement for the position to be filled by a person who has Australian South Sea Islander cultural heritage.

To allow the panel to confirm that you are eligible to be considered for the role, the panel may obtain from you, as part of your formal application, documentary evidence attesting to your Australian South Sea Islander descent.

- **Supporting Documentation:** For the purposes of Criminal History checking, applicants must provide copies of any identification documents that are requested by the hiring manager during the recruitment process. In addition, applicants must provide copies of any qualification, registration and/or licence documents that are requested by the hiring manager. All requested documents must be certified by a Justice of the Peace or a Commissioner for Declarations.
- **Licence to Operate Vehicle:** The incumbent may be required to operate a class C motor vehicle, therefore possession of the appropriate licence endorsement to operate this type of vehicle is required.
- **Travel:** The incumbent may be required to travel throughout the MHHS district.
- **Vaccination Requirements (Vaccine Preventable Diseases):** It is a mandatory condition of employment for this role for the incumbent to be, and remain, vaccinated against Measles, Mumps, Rubella, Varicella (chicken pox), Pertussis (whooping cough) and Hepatitis B. This is a requirement of the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines. Employees that were engaged with the MHHS prior to 1 July 2016, with no break in service, are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS). Evidence of vaccination will be required prior to commencement.

How you will be assessed

You will be assessed on your ability to demonstrate the following key capabilities, knowledge, and experience. Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate the following:

Clinical Skills

- Demonstrates expert clinical evidence-based skill and knowledge in area of practice and setting.
- Demonstrates application of expert clinical skills with the knowledge and understanding of Australian South Sea Islander culture, traditions, history, lifestyle and health particularly in relation to gender cultural beliefs, family and communities.
- Practices within the Nursing and Midwifery Board competency domains for a Registered Nurse.
- Demonstrated advanced clinical evidence-based skill and knowledge in the care coordination of multiple complex patients and interdisciplinary care management evidenced by recency of practice and achieved clinical and professional competencies.
- Provides advanced level clinical skills to ensure patient-focused evidence-based nursing care, plans and coordinates the clinical management of patient/client care and provides leadership and support to other nursing staff.

Professional Commitment

- Demonstrates personal and professional accountability and adherence to the Code of Conduct for the Queensland Public Service.
- Is committed to fostering the reputation and meeting the organisational goals of the MHHS.
- Demonstrated leadership proficiency through the articulation of team engagement principles and personal attributes that influence a positive team culture and achieve active collaboration across multidiscipline services.

Teamwork Skills

- Maintains effective and respectful working relationships with colleagues and demonstrates high level negotiating skills to enhance cooperative workplace interactions and manage conflict in the workplace.
- Demonstrates advanced ability to coordinate clinical care in the work unit and provide a safe environment through professional supervision, direction and delegation to staff.
- Actively contributes to quality health care and the nursing profession by facilitating team participation in lifelong learning, research activities, clinical audits and the continued development of clinical expertise and practice.

Communication

- Demonstrates highly developed ability to communicate relevant, prompt and accurate information in all methods of communication.
- Demonstrates a highly developed ability to establish and maintain skills in interpersonal and therapeutic relationships with health consumers.
- Demonstrates a highly developed ability to effectively communicate how Australian South Sea Islanders access, comprehend, and utilise health information for their well-being.

Service to Patients/Clients

- Is committed to the delivery of high-quality care and service in accordance with the National Safety and Quality Health Service Standards.
- Demonstrated ability to use evidence-based practice to develop policies and protocols to achieve high quality outcomes.
- Demonstrated ability to provide nursing leadership in a multidisciplinary environment and contribute to professional nursing at an advanced level.

- Demonstrated high level of systems literacy to promote cohesion across the health continuum with the ability to identify barriers to care, reduce duplication, time delays and fragmentation of care.

Your application

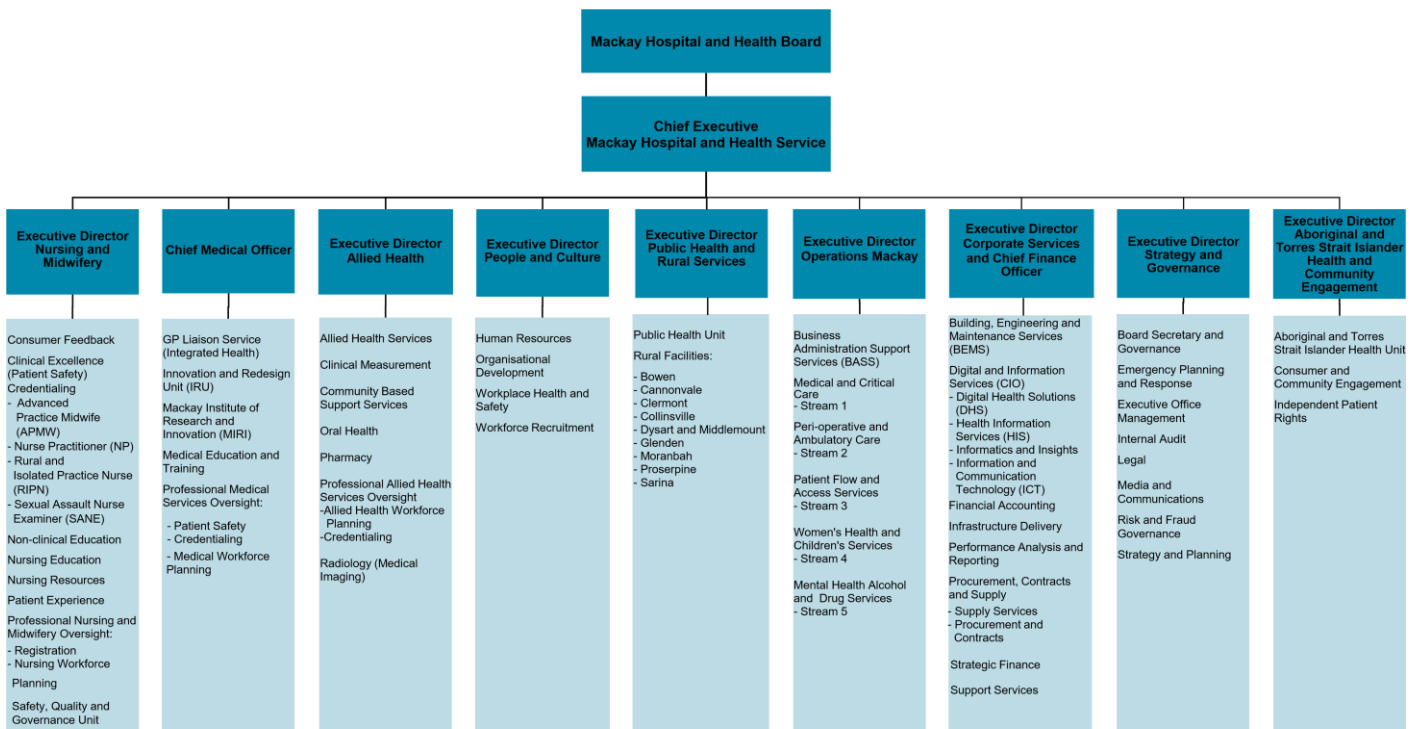
Please provide the following information to the Selection Panel to assess your suitability:

- **A short response/cover letter:** Document should be a maximum of 2 pages and outlines how your experience, abilities and knowledge would enable you to achieve the key responsibilities and meet the key attributes in the 'How you will be assessed' section above.
- **Your current CV or resume:** Document that includes names and contact details of two referees. 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 or past supervisor.

Additional information

- **Currency of Applications:** Applications remain current for 12 months (permanent roles) and for the duration of the vacancy (temporary roles).
- **Recruitment Agency Submissions:** Only applications from candidates will be accepted; applications that may result in an agency fee will not be considered.
- **Future Vacancies:** Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- **Pre-Employment Screening:** Pre-employment screening, including criminal history and discipline 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, unless otherwise exempt.
- **Probation:** Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- **Child Abuse/Neglect:** All relevant health professionals, 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.
- **Disclosure of Employment as a Lobbyist:** Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment:
<https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>
- **Disclosure of Pre-Existing Illness:** 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*:
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>
- **Smoke-free Healthcare:** In accordance with Government requirements and Queensland Health's commitment to a healthier workplace the Queensland Health Smoking Management Policy supports a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities and for five (5) metres beyond their boundaries. Queensland Health employees may obtain assistance to quit smoking through staff program Quit Smoking for Life Program.
- **Quantitative Fit Testing of P2/N95 Masks:** As part of the ongoing response to COVID-19, the MHHS has implemented a respiratory protection program with procedures and processes for conducting fit testing of P2/N95 masks for relevant healthcare workers.

Organisational chart



Last updated March 2024