

**POSITION TITLE: REFUGEE HEALTH NURSE**

<b>Name:</b>		Reg No. A0024004N
<b>Position number:</b>	5220	P.O. Box 1121 Bendigo Central Victoria 3552
<b>Award:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 - 2020	<b>Central Site:</b> Ph: (03) 5448 1600 Fax: (03) 5448 1699
<b>Classification:</b>	Registered Nurse Grade 3B Year 1 or Year 2 Community Health	<b>Eaglehawk Site:</b> Ph: (03) 5434 4300 Fax: (03) 5434 4355
<b>Site:</b>	Central however may work from any Bendigo Community Health Services site as required	<b>Kangaroo Flat:</b> Ph: (03) 5430 0500 Fax: (03) 5430 0544
<b>Hours per fortnight:</b>	30.4 hours per fortnight	<b>Elmore Primary Health:</b> Ph: (03) 5432 6001 Fax: (03) 5432 6101
<b>Tenure:</b>	Fixed term to 28 June 2019	
<b>Position description developed:</b>	October 2017	
<b>Responsible to:</b>	Graem Kelly, Director - Primary Health Care Services	

**1. Position Role**

This position is a key contact in coordination of refugee health services and plays a leading role in educating and up skilling medical clinics in the local area to offer quality refugee health assessment and care. Working with the Settlement Services team this role will offer guidance and assistance to deliver high quality health outcomes to the local refugee population. Responsible to the Director - Primary Health Care Services this position is the pivotal representative advocate in refugee health for Bendigo and district. Key functions of the role are:-

1. Provide care coordination for newly arrived refugee clients including providing a range of assistance and support mechanisms.
2. Develop guides and assist medical clinics and General Practitioners (GP) to better complete comprehensive health assessments with newly arrived refugee clients.
3. Assist where applicable GP's and their relevant clinics meet refugee health client's longer-term health care needs.
4. In collaboration with their line management assist in the knowledge management and co-ordination of Settlement Services Case Workers to achieve optimal health and social outcomes.
5. Make referrals to appropriate health services and or social supports.
6. Develop health promotion strategies and activities that are targeted specifically at refugee populations in areas of need such as child nutrition programs, women's and

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men's health education programs, school education programs regarding basic health, family planning programs and management of chronic diseases such as diabetes and hypertension.

7. Act as a key health information contact for refugees and Settlement Services staff while undertaking a primary role in regional Refugee Network meetings
8. Assist in bookings and coordination of Bendigo Community Health Services (BCHS) medical services at the Eaglehawk site as the medical service of choice for health assessments but with an understanding that due to time requirements health assessments will be carried out with other partner services as required.
9. Provide advice and report on all health matters of refugee health of BCHS in a professional and timely manner.
10. Participate in the monthly BCHS Nurses meeting and actively engage in quality activities, infections control matters, and associated clinical practice education, training and development expected of a registered nursing position.

### **2. Position Responsibilities**

The responsibilities of the position are:

1. Work in partnerships with external organisations such as Adult Multicultural Education Service and religious bodies to provide a holistic health service to refugee clients.
2. Assist medical clinics in greater Bendigo in better meeting the needs of refugee clients in conducting initial health and social needs assessments. Assist in building capacity and skills in medical practices in refugee care planning and being a central contact for case conferencing with new arrival clients (using current Medical Benefits Schedule Refugee Health Assessment tool as framework where appropriate).
3. Facilitate and coordinate with the Settlement Services team the client's health care. This will involve collaborating and liaising with Settlement Services, schools and a wide range of health care services such as GPs, Specialists, hospitals, The Victorian Foundation for the Survivors of Torture and other allied health care services.
4. Identify service gaps for refugee clients and assist in providing support and resources to programs to address these gaps.
5. Refer clients to and provide a resource for BCHS Doctors, staff and GP's in other clinics as required in clinical matters and refugee issues.
6. Assist if applicable GPs and Clinic Nurses with medical procedures such as immunisation for the refugee population as required.
7. Provide health information and education sessions to newly arrived clients as requested.
8. Work under the direction of the Director - Primary Health Care Services to act professionally and represent BCHS as a principal contact in refugee health and to assist in meeting organisational goals.

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### **3. The Role of the Team**

The primary focus of the Settlement Services team is to provide comprehensive specialist supports and case management to newly settled families from refugee and humanitarian backgrounds. The team collaborates and works under supervision and management support of the Refugee Nurse who is responsible to the Primary Health Care Services team.

### **4. Key Selection Criteria**

#### **4.1 Essential**

1. Registered Nurse Division 1 with current national registration with the Nursing and Midwifery Board of Australia via Australian Health Practitioner Regulation Agency.
2. Two years or more nursing experience in Community/Public Health Practice and immunisation qualifications and experience.
3. Ability to provide culturally sensitive practice and culturally appropriate case management to a diverse group of clients from refugee backgrounds in a range of community settings.
4. A sound knowledge of community health principles and demonstrated understanding of the social model of health.
5. Well-developed skills in program planning, implementing and evaluating.
6. Excellent interpersonal skills and communication skills.
7. Demonstrated ability to work as a member of a multidisciplinary team.
8. Work with in the BCHS Code of Conduct framework.
9. Current Working with Children Check.

#### **4.2 Desirable**

1. The ability to build and develop positive relationships with both internal and external clients.
2. Experience or qualification in refugee health.
3. Intermediate to an important level skills in Microsoft Office programs.
4. The ability to confidentially maintain accurate records in accordance with BCHS procedures.

### **5. Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

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### **6. Staff Review & Development (SRD)**

*Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.*

#### **6.1 Self-Management:**

*Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth*

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

#### **6.2 Communication and Team Work:**

*High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients.*

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.
- Work closely with Settlement Services team and GP's employed by BCHS and in private practice.
- Develop an annual plan of delivering on expected goals for the role of Refugee Health Nurse.
- Be involved and report at regular BCHS meetings as determined by the Director - Primary Health Care Services.

#### **6.3 Administration & Documentation:**

*Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.
- Be observed working collaboratively working with Settlement Services team.
- Engage in quality activities and be responsible for policies and procedures oversight on matters relating to Refugee Health.

#### **6.4 Learning:**

*Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.

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- Demonstrate initiative and enterprise skills that contribute to innovative outcomes
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

### 6.5 Position Performance:

*Demonstrate achievement of negotiated performance indicators specific to your position.*

- Follow direction and show evidence of working with Director - Primary Health Care Services to meet key expectations of the role and work collaboratively on achieving BCHS strategic goals.
- Work with the Team Manager - Settlement Services to provide integrated and coordinated health care for refugee clients and their families.
- Demonstrate positive outcomes for refugee clients and show evidence of collaborative support and work with medical clinics and other primary health care service providers in greater Bendigo.
- Show documented evidence of health promotional and education activities and deliver support to medical clinics in the area to better support refugee clients.
- Deliver on key performance indicators and provide timely responses to meetings and reporting requests.
- Show evidence of integrated health care service delivery approaches for refugee clients and their families.
- Participate in and contribute to internal and external meetings on BCHS's behalf on matters relating to refugee health and other BCHS meetings as required.

### 6.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment.

### 6.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children to reach their individual potential.

## 7. Other Essential Requirements

### Staff will:

- Complete a satisfactory police check before employment is confirmed, the police check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration.
- Present a current Working with Children Check.
- Present a current Driver Licence.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

### BCHS believes that “Quality is everyone’s business, safety is my responsibility”

- Co-operate with and contribute to BCHS Occupational Health and Safety procedures and participate in appropriate safety information and education activities as required.

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### **8. Other Information**

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Callum Wright  
Executive Director - Organisational Support and Business Development

Date: ..... / ..... / .....

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Agreed: Refugee Health Nurse

Date: ..... / ..... / .....