



# POSITION DESCRIPTION

**Position: Refugee Health Nurse – Community Based**

<b>ROLE OVERVIEW</b>	
<b>Organisation</b>	STTARS (The Survivors of Torture and Trauma Assistance and Rehabilitation Service) is a community based non-government, not for profit organisation with no political or religious affiliations. It was established in 1991 to provide counselling and other services to refugees and asylum seekers who have experienced torture and other trauma arising from the refugee experience. STTARS is a member of the Forum of Australian Services for Survivors of Torture and Trauma.
<b>Award</b>	<b>SCHADS Classification 7</b>
<b>FTE</b>	1.0
<b>ORGANISATIONAL RELATIONSHIPS</b>	
<b>Position reports to</b>	<p>The Refugee Health Nurse will be accountable to the designated Team Leader for day to day operational matters and ultimately to the Board of Management via the Clinical Services Manager and Director.</p> <p>STTARS encourages collaborative work practices.</p> <p>The Refugee Health Nurse (Community Based) will be required to work closely with the Refugee Health Nurse (Capacity Building), also employed through the Australian Refugees and New Arrivals Project (ARANAP).</p>
<b>Key External Relationships</b>	<p>This project is funded through the Primary Health Network and will be provided in partnership with the Australian Refugee Association (ARA).</p> <p>The position will be required to work closely with members of refugee communities, AMES Australia, the Migrant Health Service, primary health care providers, SA Government Local Health Networks (LHNs) and other organisations as appropriate.</p>
<b>ROLES</b>	
<b>Primary position objective</b>	<p>This position is a part of the Australian Refugee and New Arrivals Project (ARANAP)</p> <p>The primary purpose of this position is to provide support for people who have recently arrived in Australia with refugee or refugee like backgrounds to access culturally appropriate primary health care services through:</p> <ul style="list-style-type: none"> <li>• Connecting individuals and communities to relevant health care services to enable positive engagement with the health system.</li> <li>• Assisting primary health care providers to better understand the health care needs of refugees and new arrivals</li> <li>• Supporting new arrivals to access appropriate and timely primary health care services</li> <li>• Working closely with a small number of primary health care providers, including General Practices, to enhance their capacity to deliver culturally appropriate services to Refugees and New Arrivals.</li> </ul>



## POSITION DESCRIPTION

*Position: Refugee Health Nurse – Community Based*

<b>RESPONSIBILITIES</b>	
<b>Develop and maintain referral pathways</b>	<p>In conjunction with STTARS team members and ARA, develop clear and comprehensive referral criteria for the service and share this with referring organisations including but not limited to, AMES Australia, Migrant Health Service, primary health care providers and other organisations as appropriate.</p> <p>Triage referrals into the ARANAP program to identify people requiring an assessment by the refugee health nurse and those who can be immediately assisted by a bilingual/bicultural worker to access necessary primary health services.</p> <p>Develop and maintain referral pathways with the broader refugee and new arrivals sector and other Adelaide PHN commissioned providers to ensure seamless transition of care as the needs of individuals change.</p>
<b>Ensure high quality patient care aimed at improving health outcomes</b>	<ul style="list-style-type: none"> <li>• Provide assessment, support, plan development and case management to enable access to appropriate and timely primary health care services (minimum 500 appointments per annum).</li> <li>• Ensure client rights are maintained at all times</li> <li>• Assist and support individuals/groups to make informed health care decisions</li> <li>• Connect individuals and communities to relevant primary health care services</li> <li>• Work collaboratively with ARA bilingual/bicultural workers to assist individuals, their families and carers to understand and navigate a variety of health systems</li> <li>• Provide advocacy and support as required to assist clients to overcome barriers to accessing health services (e.g. assistance with making appointments, organizing for interpreters to be booked and warm referral process)</li> <li>• Follow up with individuals to ensure primary health care needs are met</li> <li>• Provide consultations/act as a resource person for primary health services based on knowledge, experience and skills</li> <li>• Identify, develop and promote relevant health promotion materials in conjunction with the APHN and other peak bodies.</li> </ul>
<b>Provide support, advice and guidance to bilingual and bicultural workers within the ARANAP project</b>	<p>Meet regularly with the project's Bilingual and Bicultural workers employed by ARA</p> <p>Work collaboratively to develop and monitor support and case management plans to utilise the skills of the bilingual/bicultural workers in assisting clients to access the necessary primary health care services</p> <p>Provide advice, guidance and information sessions for bilingual/bicultural workers around specific health issues as required</p>



## POSITION DESCRIPTION

### *Position: Refugee Health Nurse – Community Based*

<p><b>Provide support to General Practices and other primary health care providers to build capacity and assist with the development of Refugee Ready Practices of Excellence</b></p>	<p>Work with the identified General Practices and other primary health care providers to understand the challenges faced and build capacity through:</p> <ul style="list-style-type: none"> <li>• Accompanying refugee and new arrival patients to appointments with medical and health care providers at the General Practice;</li> <li>• Provision of support to the GP to increase understanding of the issues faced by patients from refugee backgrounds;</li> <li>• Demonstrating best practice regarding the booking and use of interpreters;</li> <li>• Facilitating the development of relationships between the General Practice and other key services for people from refugee backgrounds through facilitated referrals;</li> <li>• Identifying refugee and new arrival patients who will need additional support to understand health information provided or to follow through on care plans negotiated with the health care provider;</li> <li>• Provide ongoing phone contact and support to General Practices engaged in the ARANAP program in order to assist them to provide culturally appropriate/suitable services to people from refugee backgrounds</li> <li>• Actively promote and provide culturally appropriate training, education and professional development activities to enable the General Practices to better understand the support needs of refugees and new arrivals;</li> <li>• Use existing frameworks and resources, including the Australian Refugee Health Practice Guide website, as a guide to identify opportunities for improvement in communication, coordination and management with the General Practice.</li> </ul>
<p><b>Foster a quality improvement approach to the evaluation, monitoring and management of the project</b></p>	<p>Contribute to the safety and quality management system and continuous improvement by:</p> <ul style="list-style-type: none"> <li>• Participating in Strategic, Team and Project planning activities as required</li> <li>• Complying with standards of practice</li> <li>• Aiming to continuously improve the quality of work practices and services</li> <li>• Participating in the evaluation of work practices and services</li> <li>• Working with other primary health care services in collaborative quality improvement.</li> </ul>
<p><b>Administration</b></p>	<p>Responsible for the preparation and maintenance of client notes and files, ensuring all information is accurate and recorded to required standards.</p> <p>Responsible for managing referrals into the ARANAP project.</p> <p>Responsible for the preparation of reports required for the identification and review of client needs.</p> <p>Provide reports on the performance of the Project, including completion of the specified data requirements</p>



# POSITION DESCRIPTION

**Position: Refugee Health Nurse – Community Based**

<p><b>Contribute to the achievement of professional expertise through the maintenance of ongoing professional development</b></p>	<p>Manage own professional development activities and portfolio, support the development of others and contribute to learning in the work area.</p> <p>Use self-appraisal, personal reflection and evaluation to maintain/develop a process of professional development and evidence based practice.</p> <p>Attend regular supervision and meetings.</p> <p>Attend training as required.</p>
---	--

## SELECTION CRITERIA

### Qualifications & other requirements

- Registered or eligible for registration as a Nurse by the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate. **(Essential)**
- Minimum three years' direct experience working with refugees and new arrivals **(Essential)**
- Current driver's license **(Essential)**
- Flexible to work from various work locations as required **(Essential)**

### Essential Experience

- Registered Nurse with at least 3 years, full time equivalent, post-registration experience
- Demonstrated competence in the relevant area of nursing practice in accordance with the appropriate standards of practice.

### Essential Knowledge

- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- Knowledge of Quality Improvement Systems as applied to a healthcare and, primary health care and Intermediate care setting.
- Knowledge of contemporary nursing/midwifery and health care issues.
- Knowledge of contemporary professional nursing and or midwifery and health care issues, considerations and complexities of working with clients from refugee and asylum seeker backgrounds with complex physical and mental health issues.

### Desirable

- Proven ability to establish and maintain productive relationships with relevant service providers
- Experience in understanding and adapting practice to cultural sensitivities.
- Experience in working with interpreters.
- Knowledge of significant psychological, social and cultural issues confronting asylum seekers and refugees and the impact of such factors on the function of individuals, family and communities.

### Personal Abilities/Aptitudes/Skills (Essential):

- Ability to establish and maintain productive relationships with people at all levels, from various cultural backgrounds.
- Demonstrated ability to adapt to changing environments, motivate staff and contribute positively in a team environment
- Demonstrated ability to be self-directed and work under varying workload demands, while maintaining accurate records, assessing and analysing problems, formulating suitable solutions, setting and achieving objectives



## POSITION DESCRIPTION

**Position: Refugee Health Nurse – Community Based**

- Ability to manage time effectively, prioritise workload and achieve outcomes, whilst working under minimal supervision.
- Being creative, innovative and flexible to meet the changing needs of client groups and in approaching issues within a community setting.
- Problem solving, conflict resolution and negotiation skills
- Skills in comprehensive clinical assessment and clinical intervention relevant to the role
- Good level of computer literacy and ability to use a computer based client management system.
- Strong interpersonal, oral and written communication skills.
- High standard of report writing skills.
- Ability to maintain consistent resilience while under varied levels of pressure and challenge.

### Special Conditions

Appointment to this role is subject to you having a current DCSI Child Related Employment Clearance.

### Professional Conduct

This position is responsible for working at, and maintaining, a high standard of professional and ethical practice.

Maintain client confidentiality at all times in line with STTARS policies and procedures.

Refugee Health Nurses are required to stay up to date with and work in accordance with STTARS policies, procedures and code of conduct and legislative requirements including but not limited to:

- Work Health and Safety
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Keeping Them Safe Legislation (inclusive of Mandatory Notifier)
- Disability Discrimination.
- Relevant Awards
- Relevant Australian Standards.
- Privacy Principles and legislation including maintaining confidentiality regarding any information regarding client/patient, personal staff information, human resource and financial information and information of strategic importance to STTARS.
- Smoke Free Workplace.
- Nurses Act

**This position description provides a general guide as to the major accountabilities of this role. It should not be taken as a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.**

**Position Description Approved by:** Robyn Smythe

**Position Title:** Director

**Signature:**

**Date:** 27/7/18