



## POSITION DESCRIPTION

**Position: Refugee Health Nurse – Capacity Building**

<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>	1FTE Contract position to March 2019
<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 (Capacity Building) will be required to work closely with the Refugee Health Nurse (Community Based), 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 primary health care providers, AMES Australia, the Migrant Health Service, SA Government Local Health Networks (LHNs), members of refugee communities, and other organisations as appropriate.</p> <p>The position will co-locate with at least 2 General Practices each quarter.</p>
<b>ROLES</b>	
<b>Primary position objective</b>	<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.</p> <p>Through co-location with a small number of primary health care providers, including General Practice, the capacity building Refugee Health Nurse will provide support and training to enhance the capacity of General Practices to deliver culturally appropriate services to Refugees and New Arrivals.</p>



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<b>RESPONSIBILITIES</b>	
<b>Provide training and support to facilitate the development of Refugee Ready Practices of Excellence</b>	<p>In conjunction with key stakeholders, identify General Practices within the suburbs of Adelaide CBD, Salisbury, Elizabeth, Prospect, Blair Athol, Pooraka and Marion that are willing to become examples of Refugee Ready Practices of Excellence.</p> <p>Co-locate in two of the identified General Practices per quarter. A minimum of four practices will be engaged over a six-month period depending on the needs of the General Practices.</p> <p>Work with each identified General Practice to identify a champion GP and Practice Manager to support the Practice to become a Refugee Ready Practice of Excellence.</p> <p>Work with the identified General Practices 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>• Linking to Australian Refugee Association bi-cultural workers commissioned via the ARANAP project to facilitate linkage with other primary health services where appropriate</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>



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<p><b>Develop and maintain referral pathways</b></p>	<p>Work collaboratively with the Refugee Health Nurse (Community Based) and ARA bilingual/bicultural workers to facilitate links between different aspects of the ARANAP program in order to maximise outcomes for clients.</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>
<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 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>
<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>



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#### 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.
- Substantial direct experience working with refugees and new arrivals
- Substantial experience working with primary health services in a capacity development role
- Current driver's license
- Flexibility to work from various work locations as required

##### **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.
- Experience in working with interpreters.
- Knowledge of the 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. (preferable)

##### **Desirable**

- Proven ability to establish and maintain productive relationships with relevant service providers
- Experience in understanding and adapting medical practices to cultural sensitivities.
- Demonstrated ability to lead change amongst peers and other medical professionals

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

- Ability to establish and maintain productive relationships with people at all levels, from various cultural backgrounds, and across the range of medical professions.
- Demonstrated ability to adapt to changing environments, to motivate staff towards changing approaches to the provision of medical services 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
- 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.



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#### **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:** 25/3/2018