

## POSITION DESCRIPTION

<b>Position Title:</b>	Rehabilitation Registered Nurse/ Referral Coordinator
<b>Department:</b>	Community Rehabilitation Service
<b>Location:</b>	Royal Rehab Ryde, NSW

<b>Employment Screening Check:</b>	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category A
Online Driving Record Check required:	Yes
NDIS Worker Screening Check required:	No

<b>Position Purpose:</b>
<p>The Rehabilitation Registered Nurse/ Referral Coordinator is a key member of the Community Rehabilitation Service whose key responsibility is to work with the Clinical Operations Manager to review, triage and assess referrals to the Home Based Rehabilitation program. The position is also responsible for the assessment, planning, implementation and evaluation of nursing interventions within a client focused and goal centred framework within the context of a short term home based rehabilitation program. The RN is expected to have an understanding of and incorporate the seven Rehabilitation Competency Standards for RNs (ARNA 2023) into their practice.</p> <p>The position calls for an experienced and highly motivated person with well-developed clinical and interpersonal skills to work within a collaborative multidisciplinary team. Ideally, you will have experience of, or demonstrate an ability to manage clients with neurological impairments, chronic illness and/ or disability.</p> <p>The position requires the ability to network with key referrers across the NSLHD and travel across the district to conduct assessments in both the inpatient hospital setting and at Client's homes.</p>

<b>Organisation Context:</b>
<p>The Community Rehabilitation Service is an umbrella title that encompasses several programs servicing clients in the community setting (home) and centre-based setting (outpatient). The programs of the service are as follows:</p> <ol style="list-style-type: none"> <li>1) Community Setting includes: <ul style="list-style-type: none"> <li>○ Home Based Rehabilitation program (HBR), a 6-week goal – based rehabilitation program</li> <li>○ Transitional Aged Care Packages (TACP) (Allied Health Interventions only) – in the Northern Sydney (community and residential) LHD areas</li> </ul> </li> <li>2) Centre-based Setting includes: <ul style="list-style-type: none"> <li>○ Public Outpatient Department</li> <li>○ Stepping On Falls prevention program delivered to residents across the NSLHD and CCLHD</li> <li>○ Productive garden</li> </ul> </li> </ol>

<b>Organisational Relationships:</b>
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<b>Reports to:</b>	Clinical Operations Manager, Community Rehabilitation Service
<b>Responsible for:</b>	nil

#### Performance Review & Development Planning:

Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

#### Qualifications, Skills & Experience:

##### Essential

- AHPRA Registered Nurse with a minimum of 5 years post registration experience,
- Post-registration experience and/or qualifications relevant to, neurological conditions, rehabilitation nursing, community nursing or chronic illness.
- Demonstrated well developed clinical assessment skills
- Demonstrated high level written and verbal communication, interpersonal skills and the ability to identify key messages, issues and concerns when communicating with others.
- Ability to work independently and as part of a MDT with thorough understanding of the role of various allied health disciplines.
- Demonstrated ability to accurately keep records including written client records and administrative records in accordance with policies and procedures.
- Sound time management and organisational skills
- Commitment to evidenced based practice and professional development
- Current C unrestricted drivers' license and access to own vehicle
- Competent computer user, specifically with Microsoft products.

##### Desirable

- Familiarity with EMR (NSLHD electronic medical record system)
- Post graduate qualification in rehabilitation nursing

#### Key Internal & External Relationships:

Internal	Clinical Operations Manager, CRS Clinical Coordinator, CRS Community Rehabilitation Service team Clinical Nurse Consultants Inpatient Referral Coordinators Senior Nursing Team
External	Clients and their relatives/ carers Colleagues in other health facilities Medical Practitioners (General Practitioners and Specialists) Community Nursing Services NSLHD Ambulatory Care Services

<b>Delegations/Authority</b>	
Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy

<b>Key Responsibility Areas</b>	
<b>Key Area of Accountability</b>	<b>Specific Tasks and Responsibilities</b>
Provide a comprehensive, high quality referral coordination service to Clients referred to the Home Based Rehabilitation program	<ul style="list-style-type: none"> <li>• Reviewing referrals within KPI timeframe and attending pre-admission assessments in a timely manner to facilitate and support timely discharge from NSLHD inpatient facilities</li> <li>• Liaison with referrers and other post acute services to ensure Client accesses most appropriate ambulatory care.</li> <li>• Attending pre-admission visits to referring facilities and gathering multi-disciplinary data (completion of a Single Assessment Form) prior to client being admitted to service</li> <li>• Obtain consent from the Client to participate in the program</li> <li>• Set goals with the Client that are appropriate for the home based setting and achievable within the short term timeframe of the program</li> <li>• Assisting in the client's understanding of rehabilitation by explaining rehabilitation philosophy, the process and expectations, answering questions and allaying anxiety.</li> <li>• Assisting patients' and carers' understanding about clinical issues as required and the role of the various disciplines in the Allied Health Team.</li> <li>• Provide clinical handover to the treating MDT and act as the liaison between the referring MDT and the allied health clinicians of the Community Rehabilitation Service.</li> <li>• Ensure communication with Clients and/ or referrers occurs post assessment; this may include documenting in the NSLHD clinical information system.</li> </ul>
Deliver holistic, individualised and evidence based nursing care	<ul style="list-style-type: none"> <li>• Delivers nursing care in a manner which ensures the privacy, confidentiality and dignity of the client are maintained.</li> <li>• Operates within the ARNA Rehabilitation Competency Standards for RNs</li> <li>• Attend and participates in Home Based Rehabilitation program case conferences to review client status, set goals for ongoing intervention, provide consult advice in relation to nursing issues and organise discharge plans.</li> <li>• Administer and monitor clinical interventions in the context of a goal based, rehabilitation framework which contribute to the Client's overall recovery and rehabilitation program</li> <li>• Manage rapidly changing situations in the context of a home based program.</li> <li>• Ensure that client care is appropriately documented, and activities are entered into Royal Rehab's approved clinical information system.</li> </ul>
Meet administrative responsibilities as per	<ul style="list-style-type: none"> <li>• Understanding consent, both financial and clinical, and sound ability to explain details to the Client</li> </ul>

Royal Rehab policies & procedures	<ul style="list-style-type: none"> <li>Attend service meetings and Senior Nurses meeting and contribute to service delivery issues</li> <li>Report any problems, issues and / or injuries to the Clinical Operations Manager</li> <li>Comply with all Royal Rehab Group policies and Royal Rehab Ryde procedures.</li> </ul>
Clinical Services planning and management	<ul style="list-style-type: none"> <li>Participate and collaborate in service improvement and quality improvement initiatives.</li> <li>Contribute to the collection and evaluation of client and service outcome data.</li> <li>Contribute to the organisation's achievement of NSQHS accreditation as directed by COM.</li> <li>Actively support and participate in Royal Rehab Ryde and Royal Rehab Group based research as requested.</li> </ul>

<b>GENERAL RESPONSIBILITIES</b>	
<b>Work Health and Safety</b>	
<p>Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> <li>Ensure that all potential hazards, accidents and incidents are identified and notified</li> <li>Ensure your own safety and that of others</li> </ul>	
<b>Equity and Zero Tolerance to Bullying, Harassment and Discrimination</b>	
<p>Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab it is your responsibility to:</p> <ul style="list-style-type: none"> <li>Deal with others in a fair and equitable manner free from harassment and discrimination</li> <li>Ensure that a working environment free from sexual or any other harassment is recognised as a basic right</li> </ul>	
<b>Principles of Multiculturalism</b>	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> <li>Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language</li> <li>Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required</li> <li>Abide by the principles of the Multiculturalism Act 2000</li> <li>Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility</li> </ul>	
<b>Code of Conduct</b>	
<p>Royal Rehab requires a professional standard of behaviour from staff which:</p> <ul style="list-style-type: none"> <li>Demonstrates respect for the right of the individual and the community</li> <li>Promotes and maintains public confidence and trust in the work of the Centre</li> </ul> <p>The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information</p>	

### **Safety & Continuous Quality Improvement**

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

### **Organisational Values**

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

**Honesty: We conduct ourselves with truth, openness and integrity.**

I will:

- Be sincere and genuine with all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

**Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.**

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

**Working Together: We work as a team to achieve shared goals.**

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

**Innovative Thinking: We embrace a culture of creativity to find the best solutions.**

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

### **Environmental Policy and Waste Minimisation**

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

### **Smoke Free Policy**

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

### **Royal Rehab Policies and Procedures**

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

### Job Demands Checklist

#### Frequency Definitions

<b>O</b> = Occasional	Activity exists up to 1/3 of the time when performing the task
<b>F</b> = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
<b>C</b> = Constant	Activity exists more than 2/3 of the time when performing the task
<b>R</b> = Repetitive	Activity involves repetitive movement
<b>NA</b>	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery					✓
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting	✓				
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about	✓				
Driving	Tasks involve operating any motor powered vehicle		✓			
Sitting	Tasks involve remaining in a seated position during task performance		✓			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended	✓				
Walking/running	Tasks involve walking or running on even surfaces		✓			
	Tasks involve walking on uneven surfaces	✓				
	Tasks involve walking up steep slopes	✓				
	Tasks involve walking down steep slopes	✓				
	Tasks involve walking whilst pushing/pulling objects					✓
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees					✓
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground					✓
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands					✓
	1) Light lifting/carrying 0-9kg					✓
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓

Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓
Grasping	Tasks involve gripping, holding, clasping with fingers or hands	✓				
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing		✓			
<b>Sensory Demands</b>	<b>Description</b>					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations				✓	
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance		✓			
<b>Psychological Demands</b>	<b>Description</b>					
	Tasks involve interacting with distressed people	✓				
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited	✓				
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
<b>Exposure to Chemicals</b>	<b>Description</b>					
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances	✓				
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics	✓				
<b>Working Environment</b>	<b>Description</b>					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight		✓			
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room	✓				
Confined spaces	Tasks involve working in confined spaces					✓
<b>Accident Risk</b>	<b>Description</b>					
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping	✓				
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling	✓				
Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					
	1) Light					✓
	2) Heavy					✓
	3) Portable					✓

Biological hazards	Tasks involve working with blood, blood products/body fluids	✓				
<b>Other Issues</b>	<b>Description</b>					
Workplace access	Tasks involve difficult access or movement from site to site			✓		
Personal protective equipment	Tasks involve use of Personal Protective Equipment	✓				✓
Safety critical issues	Tasks involve responsibility for safety of others			✓		✓

<b>Document Control (Hiring Manager use only)</b>	
<b>Effective Date:</b> 22/11/2023	<b>Authorised By:</b> Melissa Donnelly, Clinical Operations Manager, Community Rehabilitation Service

**Acknowledgement:**

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

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 Name

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 Signature

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 Date