

# Marlborough Urgent Care Ltd

## POSITION DESCRIPTION

POSITION TITLE	
<p>Marlborough Urgent Care Ltd (MUC) - Registered Nurse</p> <p>Permanent part-time 24-32 hours per week (0.6-0.8FTE) Monday – Sunday</p>	
POSITION PURPOSE	
<p>Marlborough Urgent Care Ltd (MUC) is committed to providing a high standard, seven day a week service to the people of Marlborough. Patients present with a wide range of conditions and the emphasis is on accident and urgent care.</p> <p>The Registered Nurse is responsible to work in a collegial environment providing a high standard of professional nursing practice including skilled incident and emergency care to patients presenting at the MUC.</p> <p>The Registered Nurse will provide a nursing service to patients with a higher percentage of accident cases and emergency medical problems than that experienced in after hours or daytime general practice. The emphasis in this role is on incident care as all patients are assessed, treated and then referred to their regular practitioner for ongoing care.</p>	
TREATY OF WAITANGI	
<p>Marlborough Urgent Care Ltd is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection.</p>	
KEY TASKS & PERFORMANCE OUTCOMES	
KEY OBJECTIVES	PERFORMANCE OUTCOMES:
Professional Responsibility	<ul style="list-style-type: none"> <li>• Practises nursing in accord with the relevant legislation, codes, policies and ensures client/patient rights derived from that legislation</li> <li>• Accepts responsibilities for actions and decisions within scope of practice</li> <li>• Uses professional standards of practice</li> <li>• Demonstrates the ability to apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice</li> <li>• Promotes an environment that enables client/patient safety by; identifying and reporting situations that affect client/patient or staff member’s health and safety; accesses, maintains and uses emergency equipment and supplies; maintains infection control principles; manages risks to provide care that best meets the needs and interests of clients/patients and public</li> <li>• Practices nursing in a manner that the client/patient determines as being culturally safe</li> </ul>
Management of Nursing Care	<ul style="list-style-type: none"> <li>• Nursing care is safe, meets current regulation requirements and is effective and responsive to the needs of patients and their family/whanau</li> <li>• Expert knowledge and clinical skills are used to oversee nursing processes and ensure patient care is implemented using best practice to ensure patient</li> </ul>

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	<p>outcomes are maximised</p> <ul style="list-style-type: none"> <li>• Demonstrates a responsive and supportive attitude to patients by evaluating the effectiveness of the client's response to interventions/treatments and monitors decisions, taking remedial action as necessary</li> <li>• Competent in nursing assessment triage and regular surveying of the patient waiting areas to monitor the condition of patients</li> <li>• Competent to advise patients who telephone with health enquiries</li> <li>• Competency in emergency protocols including CORE 5 and resuscitation techniques</li> <li>• Competent in managing acute cardiology conditions, anaphylaxis, acute respiratory conditions, orthopaedic and trauma</li> <li>• Ensures documentation is accurate and maintains confidentiality of information by maintaining clear, concise, timely, accurate client/patient records within a legal and ethical framework</li> <li>• Ensures the client/patient has adequate explanation of the effects, consequences and alternatives of proposed treatment options</li> <li>• Provides health education appropriate to the client/patient within a nursing framework</li> <li>• Reflects and evaluates the effectiveness of nursing care with peers.</li> <li>• Maintains professional development</li> </ul>
<p>Collaboration in health care and quality improvements</p>	<ul style="list-style-type: none"> <li>• Contributes to the ongoing development of policy and procedures manual</li> <li>• Practices nursing in a partnership with the client/patient where and when possible</li> <li>• Participates in MUCs quality assurance and audit practices</li> <li>• Assists the practice team to meet Marlborough Primary Health System level Measures e.g. Immunisation and Better help for smokers to quit</li> <li>• Acknowledge family/whanau perspectives and supports their participation in services</li> <li>• Participates in MUC activities that assist MUC to achieve and maintain NZUCS within 12 months</li> <li>• Ensures NZUCS standards are applied to all processes both clinical and operational within the practice</li> </ul>
<p>Compliance</p>	<ul style="list-style-type: none"> <li>• Complaints, hazards and incidents are reported and managed in a timely manner in accordance with MUC policies and procedures</li> <li>• Complies with Health and Safety Act 2015 and MUC related policies e.g. Infection Control Policy</li> <li>• Participates in staff immunisation programme for seasonal influenza and any other immunisation programmes that are offered in practice as part of the Health and Safety programme for vaccine-preventable diseases</li> </ul>
<p>Other duties</p>	<ul style="list-style-type: none"> <li>• Perform other duties and tasks, as requested by the Clinical Nurse Leader, to maintain the smooth and effective service of the practice.</li> </ul>

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COMPETENCY PROFILE	
RELATIONSHIPS	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicates effectively with clients/patients and members of the health care team</li> <li>• Actively listens - can accurately summarise what others have said about their points of view, feelings and needs</li> <li>• Uses questions to check whether others have understood, to gain new information from others, and to clarify own understanding</li> <li>• Shows in tone of voice, body language and manner, an empathy with others - is sensitive and responsive to others' feelings and needs</li> <li>• Changes approach if the other person does not understand, or if communication is breaking down</li> <li>• Reads and accurately interprets written policies, procedures and instructions</li> <li>• Willingly answers questions and concerns raised by others</li> </ul>
<b>Initiative</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for their duties with little or no oversight</li> <li>• Recognises and takes process improvement actions without being requested to do so</li> <li>• Can make autonomous decisions relating to their area of responsibility</li> <li>• Works without guidance</li> <li>• Takes responsibility for making decisions and takes actions relating to their work</li> <li>• Can refer to others when assistance is necessary</li> <li>• Handles problems with minimal guidance</li> <li>• Does not rely on others to get the job done</li> <li>• Times questions and requests for assistance carefully to avoid disruption of others</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Can work effectively and co-operatively with others to achieve results or the wider team's goals</li> <li>• Actively commits to being part of a team</li> <li>• Proactively builds effective working relationships with other people</li> <li>• Values and acknowledges others input and expertise</li> <li>• Is willing to learn from others</li> <li>• Obtains ideas and opinions to help form decisions or plans</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Has a strong customer service focus and willingness to "go the extra mile" to meet the service requirements</li> <li>• Treats customers fairly and with consideration</li> <li>• Consistently presents themselves to customers in a professional and positive way – includes appearance and manner</li> <li>• Responds to phone calls, e-mails and correspondence within appropriate timeframe</li> </ul>

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	<ul style="list-style-type: none"> <li>• Seeks to understand customers’ needs and concerns</li> <li>• Puts the customer first and works hard to meet customer needs</li> <li>• Gives accurate and helpful advice when customers or colleagues ask about products and systems</li> <li>• Keeps commitments made to others, or re-negotiates well before deadlines</li> <li>• Deals with customer complaints in a constructive and helpful manner</li> </ul>
<b>Reports to:</b>	Business Manager(day-to-day)
<b>Reports professionally to:</b>	Clinical Nurse Leader (clinically)
<b>Internal relationships:</b>	Clinical Nurse Leader/ Medical Director Urgent care centre team/receptionists Wairau Hospital Emergency Department General Practitioners
<b>External relationships:</b>	General Practice Teams Nelson Marlborough Health services St John Ambulance Service Wairau Hospital Community Pharmacies Maori Health Providers Pacific Island Health Trust Migrant Centre Regional Seasonal Employees
<b>EXPERIENCE / SKILLS / QUALIFICATIONS</b>	
<p><b><u>Qualifications:</u></b></p> <ul style="list-style-type: none"> <li>• Registered General or Comprehensive Nurse with a current annual practicing certificate</li> <li>• Current CPR certification</li> <li>• Professional indemnity insurance</li> <li>• Authorised Independent Vaccinators approved by the Medical Officer of Health</li> </ul> <p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>• Experience in acute emergency and triage is desirable</li> <li>• Experience working in primary care is preferred with a broad range of clinical practice</li> <li>• ACC Registered Provider desirable.</li> <li>• Smoking Cessation provider desirable</li> <li>• Cervical smear taker is desirable</li> <li>• Experience with patient management systems and databases</li> <li>• Development and implementation of nursing initiatives and projects.</li> <li>• Has current PDRP at proficient level or is working towards.</li> </ul>	

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## Personal Attributes:

- Well-developed problem solving and analytical skills i.e. willingness to develop new approaches to caring for people in an acute setting
- A demonstrated team player
- Demonstrates a commitment to quality
- Good time management and organisational skills.
- Commitment to personal professional development.
- Commitment to quality standards based client oriented care.
- Innovative flexible, adaptable and embraces change

## **Signed by Employee:**

## **Signed for and on behalf of the Employer:**

Name:

Name:

Signature:

Signature:

Date:

Date: