



O S A N A

Practice Nurse/ Care Manager

The Practice Nurse/ Care Manager is central in chronic disease management of members through the Osana model of care. Success in the role is working collaboratively within a clinical team, engaging with members and motivating them towards achieving their health improvement goals.

Accountabilities

Practice Nurse/ Care Manager is accountable for:

- 1) Chronic disease management (including Health Assessments & Health Plans)
- 2) Clinical recalls
- 3) COVID programs & vaccination
- 4) Health 'promotions' & nurse programs
- 5) Treatment room management

Responsibilities in the role:

- **Treatment room** - clinical triage, infection control, vaccinations, dressings and wound management, assisting with minor procedures, stocking of clinical supplies and equipment, ensure maintenance of clinic equipment and cold chain management
- **Triage and assessment of patients**; screening tests including ECG, spirometry
- **Chronic disease management** – health assessments, care planning, recalls and reminders, case conferences, multi-disciplinary meetings, risk surveys, data collection
- **Nurse led clinics** - setting up and running nurse led clinics focused on specific chronic diseases
- **Infection Prevention and Control Coordination** - Maintain the practice's systems and processes for hand hygiene, environmental cleaning, spills management, and practice team immunisations in accordance with practice policy and procedure and educate staff in infection prevention and control.

KPIs

A Key Performance Indicator (KPI) is a type of performance measurement used to monitor the success of targets in set categories, which in turn calculates the performance and success of the activities and the business. In consultation with management, the KPI's for the position will focus on the following;

- Health Assessments & Health Plan completion
- Achievement of defined clinical outcomes
- Any other KPI's will be by agreement with the CEO

Required skills

- Registered nurse qualifications, AHPRA registered with no conditions



O S A N A

- Highly organised, efficient with a strong commitment and work ethic
- Strong customer service, interpersonal skills, effective written and verbal communications
- Proficient in using laptops, shared folders, new software and online/mobile Apps
- Can-do attitude, ability to own and solve problems, take initiative, analytical skills
- Current CPR Certificate and indemnity insurance
- Experience in general practice would be preferred but an orientation and training program would be offered to the right fit.

Confidentiality:

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately

In the performance of the duties outlined in this Job Description, staff may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Workplace Health and Safety:

All staff will assist in promoting and maintaining their own and others' health, safety and security as defined by Workplace Health and Safety Act 2011 and the Workplace Health and Safety Regulations 2011, Osana Policy and Procedures, Osana Workplace Health & Safety Manual, Osana Infection Control Policy and any subsequent published policies and/or procedures, this will include:

Using personal security systems within the workplace according to Osana guidelines.

Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.

Making effective use of training to update knowledge and skills.

Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.

Actively reporting health and safety hazards and infection hazards immediately when recognised.

Keeping own work areas and general / patient areas generally clean (in a shared desk and minimalist design work environment), assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.

Undertaking periodic infection control training (minimum annually).

Reporting potential risks identified.

Equality and Diversity:



O S A N A

All staff will support the equality, diversity and rights of patients, carers and colleagues, to include:

Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation

Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

General:

This position description is not exhaustive and provides an indication only of the scope and range of the duties required to fulfil the role and may be subject to amendment by agreement between the employee and management.

Employee: _____

(Signature)

Name: _____

(Print)

Date: _____

Manager: _____

(Signature)

Name: _____

(Print)

Date: _____