



POSITION DESCRIPTION

Position:	Assistant Nurse Manager
Name of Incumbent:	
Last Date Reviewed:	March 2025

Organisational Structure

Employment Type	Reports to	Direct Reports	PD Approved by
Permanent Part-time Nurses Award 2020	<ul style="list-style-type: none"> ▪ Nurse Manager (Medical) ▪ Practice Manager (Administration) 	Nurses	Practice Principals

Position Purpose

The Assistant Nurse Manager is responsible for:

- Assisting the Nurse Manager to coordinate and perform a range of nursing/administration functions, which ensure the delivery of quality patient services at the Waikerie Medical Centre (the Practice).
- Overseeing daily operations of nursing activities, ensuring high standards of patient care and fostering a collaborative and efficient work environment.
- Assisting the Nurse Manager in the recruitment, development, and retention of nursing staff and the development, implementation and monitoring of health policies and plans.

Responsibilities and Measures of Success in the Role

Key Result Area	Responsibility / Task	Measurement of Success (Key Performance Indicators - KPI's)
Administration	<p>Assisting the Nurse Manager in the coordination of all aspects of the Practice's nursing function* including:</p> <ul style="list-style-type: none"> ▪ File management ▪ Quality control ▪ Management of patient appointment schedules ▪ Maintaining Consultant schedules and room appointment bookings ▪ Report preparation and recommendations ▪ Stock control and purchasing ▪ Maintenance of medical equipment ▪ Maintain stationery supplies including doctor's prescriptions pads, computer stationery and pathology forms. ▪ Word Processing - including patient file documents, correspondence and policies and procedure documentation. ▪ Maintain continuity among practice team by documenting and communicating actions, irregularities and continuing needs ▪ Data Entry - utilising database software such as Prascoft, Medical Director, Word, Excel and Outlook. ▪ Work co-operatively with all personnel employed or in association with the Health Care Practice. <p><i>* Specific functions will be assigned to the Assistant Nurse Manager, for which they will be accountable. Functions may vary over time, having regard to Practice priorities.</i></p> <p>Management</p> <ul style="list-style-type: none"> ▪ Assist in recruitment, development and management of nursing staff to ensure high performance and continuing professional improvement. ▪ Provide guidance and mentorship to other nursing staff, ensuring high quality patient care. ▪ Attend and actively participate in scheduled meetings and professional development sessions. ▪ Act as a liaison between nursing staff, doctors, and other healthcare professionals. 	<p>Supporting the Nurse Manager in:</p> <ul style="list-style-type: none"> ▪ The efficient and effective operation of the Practice's nursing function. ▪ Achieving best practice patient outcomes. ▪ Ensuring quality of services and standards are maintained. ▪ Ensuring medical equipment is appropriately maintained and remains operational at all times. ▪ Providing a high level of quality service to patients. ▪ Applying organisational policies, procedures and guidelines to ensure best practice health care delivery within the Practice. ▪ Participating in quality improvement activities. ▪ Participating in meeting, professional development sessions etc in a positive and constructive way. ▪ Maintaining awareness of current evidence and research on clinical practices and inform/educate other practice staff. ▪ Completing all administrative tasks in a timely manner, ensuring quality and appropriate reporting.

Clinical	<ul style="list-style-type: none"> ▪ Respect and maintain patient confidentiality at all times. ▪ Assist with patient care, relay patient information to doctors, and communicate with other healthcare professionals. ▪ Promote patients' independence by establishing patient care goals. ▪ Maintain safe and clean working environment. ▪ Assist in the maintenance of infection-control policies and protocols, medication administration and storage procedures. ▪ Assist doctors with routine procedures. ▪ Assist with the management of theatre bookings and all necessary arrangements including appropriate diary maintenance. ▪ Management of patient recalls ▪ Book autologous blood collection and order autologous kits. ▪ Immunisations: Assist with ordering of stocks, and the organisation and conduct of clinics. ▪ Ensure own current knowledge and maintenance of medical equipment including: <ul style="list-style-type: none"> ○ Checking and maintaining equipment on routine basis; ○ Re-order damaged or new equipment in consultation with Nurse Manager/Practice Manager. ▪ Support doctors' effective time management by, including: <ul style="list-style-type: none"> ○ Liaison with patients re x-ray and/or pathology results; ○ Prioritising urgent and non-urgent appointments (to the benefit of the patients) ○ Assessing the need for a patient to converse with the doctor, providing reassurance if a doctor's intervention is not required. ▪ Ensure current knowledge of drugs, medical stock and clinical supplies. Assist the Nurse Manager to maintain adequate stock levels. ▪ Demonstrated commitment to continuing education, professional development and participate in designated meetings and educational programmes. ▪ Participate in orientation and training of new nursing staff ▪ Assist with the provision of routine patient care including: <ul style="list-style-type: none"> ○ triaging ○ 12 Lead ECG ○ Venepuncture ○ Dressings ○ Immunizations & Injections ○ Ear syringing ○ Spirometry ○ Nebulisers 	<ul style="list-style-type: none"> ▪ Perform all aspects of the role in a respectful and trustworthy manner. ▪ Provide empathy and nurture patients so they can openly express their presenting problem/concerns ▪ Assist with educating patients and carers re condition, medications, self-care skills etc. ▪ Comply with procedures, rules and regulations. Ensure sterilisation procedures are adhered to including proper disposal of contaminated sharps. ▪ Adherence to all protocols and controlled substance regulations. ▪ Ensure doctor's instructions (relating to results/correspondence) are actioned, prior to filing in patients' files. ▪ Ensure timely liaison between hospital, doctors, anaesthetists and patients in regard to theatre and lesion bookings. ▪ Assist the Nurse Manager with timely and efficient immunisation clinic operation ▪ Ensure appropriate clinical equipment levels maintained in good working order at all times. ▪ Assist the Nurse Manager to ensure adequate drugs, medical stock and clinical supplies are ordered and maintained in accordance with Practice protocols. ▪ Maintain own nursing registration and clinical skills competency at all times ▪ Maintain awareness of current evidence and research on clinical practices and inform/educate other practice staff. ▪ Compliance with procedures, rules and regulations at all times. ▪ Medication management meets Federal, State and Territory requirements. ▪ Establish rapport and maintain a cooperative relationship among nursing staff, office staff and doctors.
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	<ul style="list-style-type: none"> ○ Holter Monitor ○ Ambulatory Blood pressure monitoring ○ Chronic disease management ○ Home visits <ul style="list-style-type: none"> ▪ Assist in the transportation of patients to hospital ▪ Maintain own professional and technical knowledge. ▪ Assist the Nurse Manager to ensure the currency of nursing staff in relation to all procedures, protocols and regulations and provide training as appropriate. ▪ Assist the Nurse Manager to ensure that the provision, storage and disposal of medical and drug supplies are in accordance with legislation and the Practice's needs ▪ Demonstrated commitment to continuing education, professional development ▪ Demonstrated teamwork with all Practice personnel 	
Performance and Development Review	<ul style="list-style-type: none"> ▪ Positively participates and contributes to the organisations Performance and Development Review program. 	<ul style="list-style-type: none"> ▪ Ensure annual performance reviews for direct reports are conducted on a timely basis and in accordance with the Practice's policy. ▪ Complete self-assessments as required ▪ Constructively and positively participate in performance discussions ▪ Ensures any poor performance issues are addressed immediately in accordance with the Practice's Performance Management Policy, providing coaching/counselling to staff about as needed. ▪ Constructively and positively participates in performance discussions
Quality and Compliance	<ul style="list-style-type: none"> ▪ Compliance with Practice policies and procedures ▪ Maintain awareness of current and new legislation to ensure business is complying with all statutory and regulatory obligations ▪ Assist in quality improvement initiatives relating to nursing practice, ensuring nursing staff are kept informed and changes are made to systems and procedures as required ▪ Ensure Practice complies with all contractual obligations. ▪ Assist with the Practice complying the with Privacy Act ▪ Contribute to business improvement/quality programs ▪ Ensures a safe working environment for all employees by compliance with all relevant Work Health & Safety and Equal Employment Opportunity obligations ▪ Role model conduct that at all times is professional, reputable and in accordance with philosophy and direction of the Practice. 	<ul style="list-style-type: none"> ▪ Assist with non-clinical incident analysis and service enhancement practices. ▪ Participate in clinical incident analysis as required. ▪ Compliance with all Work Health & Safety and Equal Employment Opportunity obligations. ▪ Knowledge, understanding and compliance with policies and procedures, standard operating procedures and protocols. ▪ Knowledge, understanding and compliance with GP practice accreditation requirements
Public Relations	<ul style="list-style-type: none"> ▪ Proactively promote the public profile of the Practice 	<ul style="list-style-type: none"> ▪ Positive client/patient feedback ▪ Participate in and/or support Practice events, programs and initiatives. ▪ Compliance with the Practice Code of Conduct. ▪ Ensure patient advocacy is supported by PR

Working Relationships

Internal

- Management & Staff
- All Doctors and Practice Principles

External

- Patients, their families and/or carers
- Australian General Practice Accreditation Limited (AGPAL)
- Relevant Divisions of General Practice/ PHN's
- External suppliers/service providers
- Membership bodies and suppliers

Specific Skill Requirements / Qualifications / Qualities

Essential

- Current Registration with Australian Health Practitioner Regulation Agency (AHPRA) as a Registered General Nurse/Enrolled General Nurse.
- Child Related Employment Screening and Vulnerable Person-Related Screening required
- Current South Australian Drivers Licence
- Intermediate to advanced computer skills and knowledge
- Willingness to further education to maintain and enhance skill base.
- Triaging skills and the ability to respond to patient needs in a courteous and helpful manner under a variety of conditions
- Ability to converse with people from various cultural backgrounds
- Ability to think on your feet under a variety of conditions.
- Ability to implement strategies and policies within the Practice to enhance patient/practice services.
- Proficient telephone skills to ensure clear, concise and respectful communication.
- Ability to take charge and handle emergency situations.
- Ability to train and educate staff.
- Knowledge of Equal Opportunity and Workplace Health & Safety principles and practices
- Exceptional record keeping skills
- Conflict resolution skills
- Skilled with figures and comfortable with computers and software application used in a medical practice environment.
- Ability to work with minimal supervision
- Highly organised, resourceful, confident with ability to work under pressure

Desirable

- Experience in using Medical Director Software
- Triaging, communication and people skills
- Understanding of medical equipment and medical consumables required by a medical practice

Working Conditions

- Based in Waikerie
- Uniform provided

Special Note:

The above statements are intended to describe the general nature and level of work required by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills to perform the role.