Hotel Support Services
Position Description: Registered Nurse (Hotel Support Services)

DATE REVISED: 5 January 2021

POSITION: Registered Nurse (Hotel Support Services)

AWARD/AGREEMENT: Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016-2020

CLASSIFICATION TITLE: RN GRADE 2 YEAR 2–YEAR 10 (YP3–YP11)

DEPARTMENT/UNIT: Hotel Support Services (HSS)

DIVISION: Operations

ACCOUNTABLE TO: Clinical Manager (HSS) Clinical Team Leader (HSS)

ALFRED HEALTH
Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service includes three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE
To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS
Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:
• Patients are the reason we are here – they are the focus of what we do;
• How we do things is as important as what we do;
• Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental;
• Excellence is the measure we work to everyday, through research and education, we set new standards for tomorrow;
• We work together. We all play vital roles in a team that achieves extraordinary results;
• We share ideas and demonstrate behaviours that inspire others to follow.

DEPARTMENT
Hotel Support Services (HSS)

Alfred Health has been engaged to provide clinical care within the Department of Justice and Community Safety’s COVID-19 Accommodation response (the Program), for returned international travellers and/or community members (residents). Alfred Health provides clinical support and management for all people residing in the Program’s clinical setting, but does not provide services to quarantine hotel settings.
As a Registered Nurse (RN) you will work within the Hotel Support Service (HSS) team to provide clinical support to passengers in hotel quarantine. In this role, you will report to the Clinical Team Leader and work with Enrolled Nurses (EN) and Alternate Healthcare Workers (AHW) to appropriately and safely delegate and supervise safe clinical care.

As a clinical nurse, your practice will lead to excellence in resident care and experience in mandatory quarantine.

It is a condition of employment that individuals may be required to work across any quarantine hotel sites and services, including weekend and Public Holiday shifts as rostered. Notification prior to shift will be given to any staff prior to working in a positive hotel site.

**KEY DUTIES AND RESPONSIBILITIES**

- Assesses the health care needs of residents;
- Is responsible for formulating, implementing and evaluating a plan of care, in partnership with the resident;
- Systematically assesses the resident, analyses data and identifies the resident’s nursing needs;
- Applying knowledge and skills, develops and documents a plan of care that reflects the identified needs of residents;
- Implements the plan of care by providing direct care to residents;
- Recognises changes in the passenger/s condition, and escalates appropriately;
- Accepts accountability for own actions and seeks guidance when a situation exceeds experience and/or knowledge;
- Supports resident release from quarantine;
- Delegation and Supervision is a core responsibility of a Registered Nurse.

**Develops and maintains collaborative relationships with all disciplines:**

- Respects decisions and actions of other staff; collaborates with team members to achieve desired resident outcomes.

**Commits to ongoing professional development of self, other staff and the profession:**

- Accepts responsibility for own continuing professional development by setting realistic goals based on assessment of individual strengths and learning needs;
- Supports the development of others by acting as a resource to colleagues and participating in orientation and preceptoring of new staff;
- Participates in continuing education activities, committees and professional groups;
- Supporting health care students to meet their learning objectives in cooperation with other members of the health care team;
- Contributing to orientation and ongoing education programs;
- Acting as a role model to other members of the health care team;
- Participating where possible in preceptorship, coaching and mentoring to assist and develop colleagues;
- Participating where appropriate in teaching others including students of nursing and inexperienced nurses, and other health disciplines.

**Additional Terms Explicit to the Hotel Support Services Program**

1. **Acknowledgement of High-Risk Work Environment:**
   In accepting this offer of employment, you acknowledge and understand the inherent risk of the working environment and the shared responsibility to wear adequate personal protective equipment and maintain high levels of personal hand hygiene at all times whilst on shift.

2. **Early Termination of Project:**
   In accepting this offer of employment, you acknowledge and understand that should the project conclude earlier than planned, you will be provided adequate notice in accordance with the relevant enterprise agreement and return to your substantive position at Alfred Health.
3. Workforce Exclusivity:
In accepting this offer of employment, you acknowledge and understand that you are expected to work exclusively for Alfred Health on the Hotel Support Services program. To achieve this, employees are offered full-time, fixed term employment within the project on the condition you do not undertake any other paid or unpaid work, including during periods of planned leave at Alfred Health. This helps reduce the risk of COVID-19 transmission between workplaces and the broader community.

4. Surveillance Testing:
In accepting this offer of employment, you acknowledge and understand that as a condition of employment within the Hotel Support Services program, employees will agree to undertake daily (on-shift) saliva testing and weekly PCR swabbing as part of a monitoring program designed to quickly identify any COVID-19 transmission between residents and staff.

5. Leave to Return to Substantive Duties:
In addition to all other accruing leave entitlements, Employees within the Hotel Support Services program will be granted a supported separation of two-weeks rostered leave in order to quarantine before returning to their substantive role with Alfred Health and meet our COVID-safe obligations. This will include a mandatory PCR swab no sooner than 72-hours before the employee returns to their substantive duties.

KEY CAPABILITIES:
- Proven people and communication skills including relationship building, cooperation, conflict resolution, influencing others and facilitating open discussions.
- Resident centered focus, adaptability, respecting diversity, innovative thinking, application of evidence into practice and self-management.
- Ability to work independently as well as working with others to deliver outcomes.
- An awareness of own values and beliefs surrounding healthcare with an ability to identify and respect an alternative view.
- Be aware of limitations in own knowledge and seek appropriate education and training.
- Present oneself in a professional and respectful manner.
- Ability to communicate accurately and effectively in both written and verbal forms.
- Excellent organization and time management skills

QUALITY, SAFETY, RISK and IMPROVEMENT
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Resident Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Maintain responsibility for supporting enterprise security

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:
- Provide fellow team members with appropriate supervision, training and instruction in accordance with Alfred Health policies.
- Ensure compliance with relevant Alfred Health and DHHS clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.

COMMITMENT TO CHILD SAFETY
Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.
QUALIFICATIONS/EXPERIENCE REQUIRED

- Registered as a Registered Nurse with the Nursing and Midwifery Board of Australia via AHPRA.
- Current and satisfactory Police Check
- Current and satisfactory Working With Children Check

Position Description authorised by: Maria Logan (Director of Operations, Hotel Support Services)

Date: 7 January 2021