

General Practice Resources

NATIONAL TOOLKIT for NURSES IN GENERAL PRACTICE

Australian Nursing and Midwifery Federation



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SECTION TWO: GENERAL PRACTICE RESOURCES

This section will assist the general practice team in recruitment of a nurse/s for their Practice. It will also assist nurses in understanding how they could prepare for a recruitment process in general practice and what they should be looking for in a potential employer.

In conjunction with the *ANMF National Standards for Nurses in General Practice*, the documents in this section will demonstrate the difference in scope of practice between registered nurses and enrolled nurses.

The general practice team should be aware that, in line with regulatory requirements, an enrolled nurse can only be employed if the Practice already currently employs a registered nurse/s, to provide clinical supervision.

SECTION TWO - Part A: Sample Position Descriptions

Sample position description for a registered nurse in general practice

Title

Registered Nurse

Position Objective

To provide comprehensive, evidence-based nursing care in the general practice setting.

Reports to

Practice Principal through the most senior registered nurse.

Conditions of employment

- State and Territory Australian Nursing and Midwifery Federation (ANMF) Branch negotiated agreement.
- Performance appraisal three months after commencement and every 12 months thereafter.
- Supervises enrolled nurses in the Practice as per the regulatory requirements (refer *NMBA Standards for practice: Enrolled nurses*).

Qualifications

Bachelor of Nursing or equivalent leading to registration with the Nursing and Midwifery Board of Australia (NMBA) as a registered nurse (RN).

Key selection criteria

Essential

- Registered as a registered nurse with the NMBA
- Able to work as part of a team
- Excellent verbal and written communication skills
- Current Working with Children Check (if State/Territory applicable)
- Information Technology (IT) skills

Desirable

- Post graduate qualification in primary health care nursing or associated area
- Experience working in a primary health care setting
- Experience in working with people across the lifespan

Key requirements

- 1. Demonstrates an understanding of primary health care principles and nursing in general practice**
 - Integrates the principles of primary health care into their practice.
 - Understands current national health priorities as they relate to nursing in general practice.
 - Identifies the broad health and social needs of the Practice community.
 - Articulates the various roles and responsibilities of the general practice team, in particular the RN and Enrolled nurse (EN) scopes of practice and the EN supervision requirements.

- 2. Provides nursing care consistent with current nursing and general practice standards, guidelines, regulations and legislation**
 - Practices in accordance with current NMBA RN standards for practice.
 - Practices within individual scope of practice.
 - Provides appropriate supervision and delegation of clinical tasks to ENs
 - Understands and uses relevant Commonwealth, State/Territory legislation to inform nursing practice.
- 3. Demonstrates nursing leadership**
 - Provides collegial support and works in collaboration with other RNs and the broader general practice team.
 - Undertakes mentoring of less experienced RNs, ENs, and students.
 - Is accountable and takes responsibility for leading the delivery of nursing care within the practice.
- 4. Demonstrates the knowledge and skills to provide safe, effective and evidence-based nursing care**
 - Articulates an understanding of evidence-based practice and its application within nursing.
 - Demonstrates clinical reasoning in the application of clinical guidelines to nursing care.
 - Demonstrates respect for consumers regardless of their native language, cultural/ethnic background, sexual orientation, gender identity, socio-economic status, physical or mental capacity, values or beliefs in the delivery of primary nursing care.
 - Provides nursing care in a respectful and culturally safe manner for Aboriginal and Torres Strait Islander peoples.
- 5. Undertakes nursing assessment and plans ongoing care**
 - Appropriately and accurately uses validated assessment tools to evaluate current health status and/or risk of developing disease.
 - Integrates consideration of the social determinants of health and lifestyle risk factors into nursing assessments.
 - Uses sound nursing assessment skills in undertaking triage of consumers following evidence-based triage guidelines.
 - Recognises when a more detailed assessment or intervention is required and seeks the input of other RNs, the General Practitioner (GP), or other relevant health professionals.
- 6. Effectively implements evidence-based health promotion and preventive care relevant to the Practice community**
 - Identifies, prioritises and develops strategies for evidence-based health promotion and preventive care relevant to the Practice population.
 - Demonstrates proficiency in the delivery of health promotion and preventive care within the RN scope of practice.
 - Conducts nurse clinics.
- 7. Builds and maintains professional and therapeutic relationships with consumers, their families and/or support person/s**
 - Uses effective communication and interpersonal skills to build trust, promote confidence and satisfaction, and empower consumers, their families and support persons.
 - Critically reflects on strategies used to engage with consumers, their families and support persons.
- 8. Demonstrates proficiency in the use of the information technology, clinical software and decision support tools to underpin health care delivery**
 - Understands the importance of accurate data entry to both the accuracy of clinical records and the ability to retrieve information
 - Demonstrates the ability to search IT systems to understand the demographics and health status of the Practice population.

- 9. Contributes to quality improvement and research activities to monitor and improve the standard of care provided in general practice**
 - Collaborates with other members of the general practice team to address potential or actual risk, near misses or safety breaches.
 - Actively participates in practice-wide quality improvement and research activities.

- 10. Participates in the development, implementation and evaluation of relevant policies and procedures**
 - Demonstrates knowledge of current policies and procedures and an understanding of their implications for nursing practice.
 - Assists in developing and reviewing relevant policies and procedures to ensure they reflect both best practice and the local context.

- 11. Effectively communicates, shares information and works collaboratively with the general practice team**
 - Initiates communication with other members of the general practice team regarding clinical care, workforce and environmental issues.
 - Actively promotes and supports a collaborative culture within the nursing and general practice team.

Sample position description for an enrolled nurse in general practice

Title

Enrolled Nurse

Position Objective

To provide comprehensive, evidence-based nursing care in the general practice setting in collaboration with, and under the supervision of, the registered nurse.

Reports to

Practice Principal through the most senior registered nurse.

Conditions of employment

- State and Territory Australian Nursing and Midwifery Federation (ANMF) Branch negotiated agreement.
- Performance appraisal three months after commencement and every 12 months thereafter.
- Works under the supervision of the registered nurses in the Practice as per the regulatory requirements (refer NMBA Standards for practice: Enrolled nurses).

Qualifications

Diploma of Nursing or equivalent leading to registration with the Nursing and Midwifery Board of Australia (NMBA) as an enrolled nurse (EN).

Key selection criteria

Essential

- Registered as an enrolled nurse with the NMBA
- Able to work as part of a team
- Excellent verbal and written communication skills
- Current Working with Children Check (if State/Territory applicable)

Desirable

- Experience working in a primary health care setting
- Experience in working with people across the lifespan

Key requirements

- 1. Demonstrates an understanding of primary health care principles and nursing in general practice**
 - Practices in a manner consistent with the principles of primary health care.
 - Articulates the various roles and responsibilities of the general practice team, in particular, EN supervision requirements and the EN scope of practice.
- 2. Provides nursing care consistent with current nursing and general practice standards, guidelines, regulations and legislation**
 - Identifies current NMBA EN standards for practice.
 - Practices within individual scope of practice.
 - Undertakes delegated clinical tasks under the supervision of an RN.
 - Seeks advice from the supervising RN when faced with situations outside of their scope of practice.
- 3. Demonstrates nursing leadership**
 - Provides collegial support to other ENs.
 - Assists in the orientation of staff new to the general practice.
 - Takes responsibility for delegated tasks.

- 4. Demonstrates the knowledge and skills to provide safe, effective and evidence-based nursing care**
 - Identifies the role of evidence in the provision of quality nursing care.
 - Applies appropriate clinical skills and reasoning to undertake delegated clinical care within the EN scope of practice.
 - Demonstrates respect for consumers regardless of their native language, cultural/ethnic background, sexual orientation, gender identity, socio-economic status, physical or mental capacity, values or beliefs in the delivery of primary nursing care.
 - Provides nursing care in a respectful and culturally safe manner for Aboriginal and Torres Strait Islander peoples.
- 5. Undertakes nursing assessment and plans ongoing care**
 - Demonstrates proficiency in a range of data gathering techniques and nursing assessment skills within the EN scope of practice.
 - Recognises the impact of the social determinants of health on consumers.
 - Appropriately and accurately records data gathered in a timely manner to contribute to the nursing assessment.
- 6. Effectively implements evidence-based health promotion and preventive care relevant to the Practice community**
 - Provides relevant evidence-based health promotion and preventive care relevant within the EN scope of practice.
 - Assists the RN to provide health promotion and preventive care activities, including nurse clinics.
- 7. Builds and maintains professional and therapeutic relationships with consumers, their families and/or support person/s**
 - Practices in a manner that recognises the nature of professional and therapeutic relationships in the general practice setting.
 - Uses effective communication and interpersonal skills to build trust, and promote confidence and satisfaction.
- 8. Demonstrates proficiency in the use of the information technology, clinical software and decision support tools to underpin health care delivery**
 - Understands the importance of accuracy in entering computerised data.
 - Demonstrates the ability to retrieve information from IT systems
- 9. Contributes to quality improvement and research activities to monitor and improve the standard of care provided in general practice**
 - Identifies, documents and reports potential or actual risk, near misses or safety breaches within the Practice to the supervising RN.
 - Actively participates in practice-wide quality improvement and research activities as delegated by the RN.
- 10. Participates in the development, implementation and evaluation of relevant policies and procedures**
 - Demonstrates knowledge of current policies and procedures.
 - Identifies and reports issues with current policies and procedures when applied in practice, to the supervising RN
- 11. Effectively communicates, shares information and works collaboratively with the general practice team**
 - Uses appropriate communication and interpersonal skills to build collegial relationships within the general practice team.
 - Regularly and effectively communicates with the supervising RN and shares relevant information.

SECTION TWO - Part B: Sample Position Advertisements

Sample advertisement for a registered nurse position

Position: Registered Nurse
Position Type: Permanent part-time
Company Name: Purple Ray Clinic
Location: Adelaide
Salary: In accordance with the Practice's Enterprise Bargaining Agreement 2014
Education Level: Bachelor Degree or equivalent as determined by the Nursing and Midwifery Board of Australia

The Practice

An opportunity is currently available for a registered nurse to work in a permanent part time position in our family friendly Practice. We have a total of six nurses within the Practice who work flexible hours over the working week. Our large Practice has many opportunities for professional development and is dedicated to person-centred care. The position is reportable to the senior registered nurse (RN).

The Position

The role will include:

- Using sound nursing assessment skills in undertaking triage of people receiving care, following evidence-based triage guidelines
- Using comprehensive clinical skills and reasoning to undertake nursing care within the RN scope of practice
- Integrating the principles of primary health care into practice
- Delivery of health promotion and preventative care
- Use of effective communication and interpersonal skills to build trust, promote confidence and satisfaction, and to empower clients and their families.
- Providing collegial support and working in collaboration with other registered nurses and the broader general practice team
- Supervising enrolled nurses employed in the Practice
- Providing nursing care in a respectful and culturally safe manner
- Managing the IT database for the client reminder/recall system

Essential Criteria

- Current registration as a registered nurse with the Nursing and Midwifery Board of Australia
- A genuine interest in primary care
- Demonstrated communication and interpersonal skills
- Current Working with Children Check.

Desirable Criteria

- Experience in primary care is preferred but not essential as we have a supportive transition program for nurses coming from other areas of practice.
- Completion of an authorised immunisation course.

Contact Details

For further information please contact Carol Ray, phone: XXX and email: XXX

Please forward your application including a covering letter and curriculum vitae by *date, month and year* to email address: *****

Sample advertisement for an enrolled nurse position

Position: Enrolled Nurse
Position Type: Permanent part-time
Company Name: Red River Practice
Location: Queensland
Salary: In accordance with the Practice's Enterprise Bargaining Agreement 2014
Education Level: Diploma of Nursing or equivalent as determined by the Nursing and Midwifery Board of Australia (NMBA)

The Practice

An opportunity is currently available for an enrolled nurse to work in a permanent full time position in our large Practice. The Red River Practice, one of four Practices across the Rivers Practice Network, accommodates flexible hours over the working week. We provide excellent support for enrolled nurses. The position reports to the senior registered nurse.

The Position

The role will include:

- Applying appropriate clinical skills and reasoning to undertake nursing care delegated by the registered nurse, within the enrolled nurse scope of practice.
- Providing nursing care consistent with current evidence-based practice in consultation with the registered nurse.
- Safely undertaking triage of people receiving care, based on standard protocols.
- Using effective communication and interpersonal skills to build trust, promote confidence and satisfaction.
- Working under the supervision of a registered nurse and in collaboration with other nurses and the broader general practice team.
- Providing nursing care in a respectful and culturally safe manner.

Essential Criteria

- Current registration as an enrolled nurse with the NMBA
- A genuine interest in primary care
- Current Working with Children Check.

Desirable Criteria

- Experience in primary care is preferred but not essential as we have a supportive transition program for enrolled nurses.

Contact Details

For further information please contact Julie Pitt, phone: XXX and email: XXX

Please forward your application including a cover letter and curriculum vitae by date, month and year to email address: *****

SECTION TWO - Part C: Sample Interview Questions

Sample interview questions for a registered nurse position

The following sample interview questions were developed as a resource for both the nurses and midwives working in general practice, and the employer. They are not in a particular order and users should only select questions relevant to the associated position.

- 1. Introductions**
- 2. Can you please describe what you think are the key role requirements for a nurse working in general practice?**
- 3. What contribution do you think you could make to our team?**
- 4. Can you tell me about a time you were faced with conflicting priorities in managing your time? How did you determine what was top priority?**
- 5. Interacting with others can be challenging at times. Have you ever experienced difficulty getting along with a team member at work? Tell me about a specific time this happened and how you handled the situation?**
- 6. What experience have you had in database management and call back systems? Are you familiar with any particular system such as Best Practice or Medical Director?**
- 7. Describe a situation in which you saw a problem and took action to correct it rather than waiting for someone else to act.**
- 8. What sort of management style do you prefer to work with?**
- 9. In your most recent nursing position can you tell us about your major responsibilities?**
- 10. As a nurse within this practice you will be working with other health care professionals. Can you tell us about your experience working within teams and if you have had any experience managing teams?**
- 11. Can you tell us about a time where you delegated a task to an enrolled nurse and outline your responsibilities in delegating this task?**
- 12. Can you describe the experience you have had with immunisation and cold chain management?**
- 13. Can you tell us why you applied for the position at this Practice?**
- 14. What do you think are some of the main health issues for our clients and how do you think this general practice can contribute to the health of this community?**
- 15. Can you tell us about a time when a client or their family member made a complaint and how you managed it?**
- 16. How do you keep up to date with best practice?**
- 17. Can you describe a time where you enhanced a client's experience with the care you provided?**
- 18. Do you have any questions for us?**

Sample questions and issues for the registered nurse to raise with the potential employer

1. Consider clarifying anything you may be unsure about in the position description.
2. If the position description does not clearly identify, you may want to ask this future employer to whom the position is directly reportable.
3. What are the current available shifts?
4. Are there any on call requirements?
5. How does the employer support nurses and midwives to undertake CPD activities?
6. On average can you tell me how many nurses work per shift?
7. What is the enrolled nurse to registered nurse ratio? Is there always a registered nurse rostered on to supervise the practice of the enrolled nurse as per NMBA requirements?
8. What is the enterprise agreement which covers this position's employment terms and conditions?

Sample interview questions for an enrolled nurse position

The following sample interview questions were developed as a resource for both the nurses working in general practice, and the employer. They are not in a particular order and users should only select questions relevant to the associated position.

- 1. Introductions**
- 2. Can you please tell us what you think are the key role requirements for an enrolled nurse working in general practice?**
- 3. What contribution do you think you could make to our team?**
- 4. Can you tell me about a time you were faced with conflicting priorities in scheduling your time? How did you determine what was top priority and who did you communicate this to?**
- 5. Interacting with others can be challenging at times. Have you ever had difficulty getting along with a team member at work? Tell me about a specific time this happened and how you handled the situation?**
- 6. What experience have you had in database management and call back systems? Are you familiar with any particular system such as Best Practice or Medical Director?**
- 7. Describe a situation in which you saw a problem and took action to correct it rather than wait for someone else to act.**
- 8. What sort of management style do you prefer to work with?**
- 9. In your most recent nursing position can you tell us about your major responsibilities?**
- 10. Can you tell us about a time where you were delegated a task by a registered nurse that you believed was outside of your scope of practice, and how you managed the situation?**
- 11. Do you have a notation on your registration regarding medication administration?**
- 12. Can you tell us why you applied for the position at this Practice?**
- 13. What sort of activities do you participate in to keep yourself up to date with professional issues?**
- 14. As an enrolled nurse working in this Practice you will be working with other health care professionals. Can you tell us about your experience working within teams?**
- 15. Can you tell us about a time when a client or their family member made a complaint and how you managed it?**
- 16. Can you describe a time where you enhanced a person's experience with the care you provided?**
- 17. What would you do if a member of the Practice team who wasn't a registered nurse delegated clinical care to you?**
- 18. Do you have any questions for us?**

Sample questions and issues for the enrolled nurse to raise with the potential employer

1. Consider clarifying anything you may be unsure about in the job description.
2. If the position description does not clearly identify, you may want to ask this future employer who the position directly reports to.
3. What are the current available shifts?
4. How does the employer support enrolled nurses to undertake CPD activities?
5. On average can you tell me how many nurses work per shift?
6. What is the enrolled nurse to registered nurse ratio? Is there always a registered nurse rostered on to supervise the practice of the enrolled nurse as per NMBA requirements?
7. What is the enterprise agreement which covers the position's employment terms and conditions?



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