



## **Position Description**

### **Telephone Triage Nurse (Registered Nurse Division 1 Grade 3B): Grampians After Hours Service**

#### **Organisational context**

The Telephone Triage Nurse is employed by the health service where he or she is located to provide an after hours telephone triage service for the West Vic Division of General Practice, Grampians After Hours Service. The West Vic Division of General Practice covers 62,500 square kilometers and stretches east west from Maryborough (north of Ballarat) to the South Australian border and north-south from the Mallee to the southern tip of the Grampians. West Vic Division of General Practice provides professional support to General Practitioners (GPs) to sustain viable, quality primary health services in our rural region.

#### **Position background**

The Grampians After Hours Service was implemented to reduce the burden of after hour demands on GPs, limit unnecessary hospital presentations and provide local continuity of primary medical care for the community.

The Service operates between 6pm and 8.30am seven days per week. A team of dedicated Telephone Triage Nurses based at health services throughout the region are rostered to manage calls to the service from 6pm to 10.30pm. During other operating hours, a nursing supervisor provides coverage. Calls may be received from GP practices, other health services, or direct from the public.

The Telephone Triage Nurse is an experienced Division 1 Nurse who is able to provide professional, timely and appropriate medical advice to callers within a quality, protocol driven framework. Liaison with other health service providers is also required to ensure seamless transition of care and communication of relevant health information.

#### **General**

1. Hours: Shift hours are 5.30pm to 10.30pm.  
Number of shifts will be negotiated according to service needs.  
Evening shift, weekend and public holiday penalty rates apply.
2. Location: Local Employing Health Service.  
Appropriate office space and equipment is provided
3. Award: Nurses (Victorian Health Services Award) 2000: Nurses (Victorian Public Health Sector) MBA 2007-2011.
4. Salary: Grade 3B Year 1 or 2 (commensurate with experience)

## Specific tasks

- To receive and triage after hours phone calls direct from the public, GP practices and other health services within the West Vic Division of General Practice region.
- Use highly developed professional decision making skills in conjunction with the relevant telephone triage protocol and caller's triage status to provide timely and appropriate recommendations to callers.
- To provide a professional and empathetic service to all callers.
- To fully document the details of all calls, the recommendations and known outcomes.
- To liaise with relevant health care providers to ensure continuity of care and timely communication of relevant health information.
- To maintain strict confidentiality
- To participate in the Continuous Quality Improvement program related to this service. This will include, but is not limited to, review and development of protocols, attendance at relevant meetings and collation of service data as requested by the West Vic Division of General Practice, Grampians After Hours Service Manager.
- To abide by the policies and protocols of the employing health service and the specified policies and protocols of the West Vic Division of General Practice, Grampians After Hours Service.
- To positively promote the Grampians After Hours Service.

## Accountability

The Telephone Triage Nurse is accountable to both the employing health service and the Grampians After Hours Service Manager in the performance of the duties as specified in this Position Description.

## Key Selection Criteria

### Essential:

All applicants must demonstrate their ability to meet these requirements to be considered eligible for employment as a Telephone Triage Nurse:

- Hold or be eligible for Registration as a Division 1 Nurse (State of Victoria or Nationally Registered after 1 July, 2010).
- Have a minimum of 3 years full time equivalent experience post registration.
- Significant experience in high dependency/acute care nursing and/or independent nursing practice in a rural health setting.
- Basic competency in the use of computers for data entry and email. *Training in the telephone triage system, service protocols and database will be provided.*
- A demonstrated understanding of Rural & Remote Health and General Practitioner healthcare delivery.
- Excellent communication and interpersonal skills and confidence in clinical decision making.

### Desirable:

- A minimum of six months Accident and Emergency experience
- Previous experience in the provision of telephone triage
- Experience with protocol development and/or evaluation
- Experience with the quality improvement process, including data evaluation