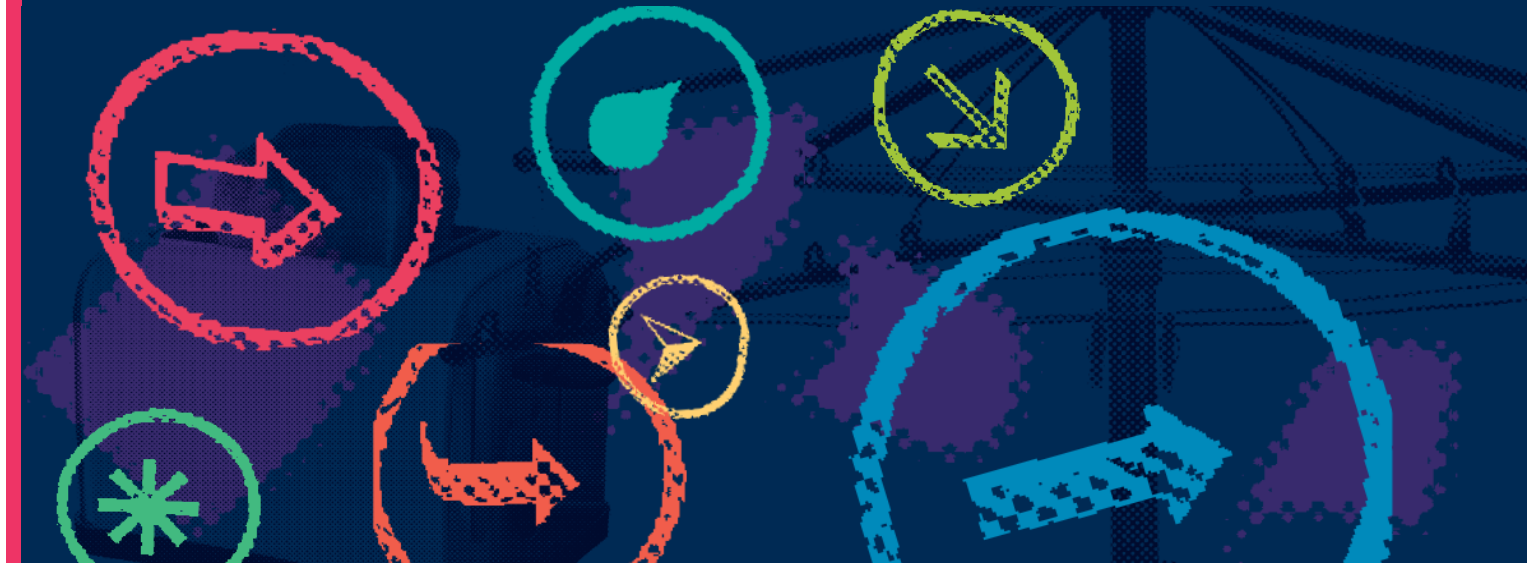




Registered Nurse – Practice Management

Women and Girls' Hub- Caboolture



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Registered Nurse – Practice Management

Team

Women and Girls' Hub

Reports to

Nurse Practitioner

Line Manages

Women's Wellness Worker

Classification/Award

Level 5 - Nurses and Midwives EB11

Talkin

Nurse Practitioner

Based at

Women and Girls' Hub- Caboolture

Backup when absent?

Hub Team

Women and Girls' Hub

The Women and Girls' Health Hub is funded by Queensland Health to offer services to all women and girls with a focus on priority communities of women and girls who experience worse long-term health outcomes than the general population, due to significant barriers that impact these communities such as lack of culturally safe and appropriate health care. The Hub will offer a mix of medical, nursing, counselling, and social services. True Relationships and Reproductive Health and Women's Health and Equality Queensland will also be offering services from the Hub.

The Registered Nurse will be employed by Micah Projects to work as part of a multidisciplinary team within Wellspring Women and Girls' Health Hub to provide direct nursing care and practice coordination functions. The role supports the creation of integrated pathways that address the social determinants of health and overcome barriers to healthcare for women and girls across the Caboolture region.

The role combines **clinical nursing practice**, **primary health care triage**, and **practice management responsibilities** within a women- and family-centred primary health care model.

Position Description

As the Registered Nurse, you will work as part of the outreach and hub-based team within Wellspring Women and Girls' Health Hub to deliver high-quality, integrated primary health nursing services to women and girls who are homeless, at risk of homelessness, disadvantage, or facing barriers to healthcare in Caboolture

- Provide women's, family, and primary health care within a trauma-informed, strengths-based framework
- Contribute to the effective coordination and day-to-day functioning of the clinical service through practice management and systems oversight

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Health services
- Hospitals
- Community organisations
- Specialist women's services

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Inclusive Health Partnerships
- Homelessness to Home
- Domestic and Family Violence

Key Responsibilities

Clinical Care and Outreach

- Promote a culture of respect, safety, and trauma informed approaches.
- Provide healthcare to women who experience difficulty accessing health and support services within the Hub and at times as agreed upon within the community
- Work within a Shared Leadership model as outlined in the Micah Projects Leadership Guide
- Conduct comprehensive health assessments, service coordination, and direct clinical care
- Provide health education within the context of planned support and case management
- Respond to hospital referrals to support discharge planning and continuity of care
- Work collaboratively with the team located at the Hub to deliver healthcare responses for women experiencing homelessness and family and domestic violence
- Practice within AHPRA scope of practice and professional standards
- Demonstrate flexibility to work across hub-based and outreach settings, with hours adjusted by agreement to meet service and participant needs.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Triage and Primary Health Coordination

- Provide clinical triage for women and families accessing the service, including assessment of urgency, risk, and appropriate referral pathways
- Support timely access to care through effective prioritisation, coordination, and follow-up
- Contribute to safe, responsive intake processes aligned with women-centred primary health care models

Practice Management and Systems Leadership

- Demonstrate high-level experience using Best Practice software, including:
 - Patient records and clinical documentation
 - Appointment scheduling and recalls
 - Clinical correspondence and reporting
 - Data quality and compliance
- Support day-to-day practice management functions, including:
 - Clinical workflow coordination
 - Triage and appointment systems
 - Communication between clinicians and partner services
- Ensure accurate, timely, and confidential clinical documentation across all systems
- Contribute to continuous improvement of clinical systems, processes, and service delivery models

Governance, Safety and Professional Practice

- Maintain a strong commitment to a safe workplace in accordance with the Work Health and Safety Act 2011
- Adhere to all Micah Projects policies, procedures, and work instructions
- Promote the philosophy and values of Micah Projects in all aspects of practice
- Practice in accordance with legal, ethical, and professional standards
- Identify, manage, and escalate clinical, safeguarding, and safety risks in accordance with organisational policies and legislative requirements
- Ensure all communication occurs within professional, legal, and ethical parameters
- Maintain confidentiality of medical records and all patient-related information.

Criteria and Conditions

Criminal History Screening

- ☐ National Police Certificate
- ☐ Blue Card
- ☐ Yellow Card
- ☒ APHRA Registration

Driver's License

- ☒ Essential
- ☐ Desirable

Travel

- ☒ Essential
- ☐ Desirable

Assets Provided

- ☐ Work Computer
- ☐ Work Phone
- ☐ Pool Vehicle
- ☐ Packaged Vehicle

Essential

Registration, Qualifications and Scope

- Current registration as a **Registered Nurse with AHPRA**, practising within an advanced scope consistent with a **Level 5 role**
- Demonstrated advanced knowledge and skills relevant to **primary health care, women's and family health, or community nursing**.

Clinical Practice – Women's and Family Health

- Demonstrated experience providing **clinical nursing care** in women's, family, and primary health settings
- Ability to independently undertake comprehensive health assessments, health education, and clinical decision-making
- Understanding of the impact of **trauma, family and domestic violence, homelessness, and social disadvantage** on health outcomes for women and girls
- Demonstrated ability to apply **trauma-informed, gender-responsive, and culturally safe practice**
- Demonstrated commitment to providing culturally safe and inclusive care, including for Aboriginal and Torres Strait Islander women and women from diverse backgrounds.

Practice Management and Service Coordination

- Demonstrated experience in **practice management or service coordination** within a primary health, general practice, or community health environment
- Ability to exercise **professional judgement and autonomy** in:
 - Coordinating clinical workflows and patient flow
 - Managing appointment systems, recalls, and follow-up
 - Implementing and maintaining effective triage processes
 - Ensuring high standards of clinical documentation and data quality
- Experience contributing to **quality improvement, service development, and clinical governance**.

Clinical Systems and Best Practice Software

- **High-level proficiency in Best Practice software**, including:
 - Advanced use of electronic medical records
 - Appointment scheduling and recall systems
 - Clinical correspondence and reporting
 - Data integrity, audit readiness, and compliance
- Ability to lead or support others in the effective use of clinical systems and organisational platforms.

Triage, Risk Assessment and Care Coordination

- Demonstrated advanced skills in **clinical triage and risk assessment**, including assessment of urgency, complexity, and safeguarding concerns
- Ability to coordinate care across **multidisciplinary teams and external service systems**, including hospitals and specialist services
- Experience supporting **hospital discharge planning**, continuity of care, and complex case coordination.

Leadership, Collaboration and Shared Practice

- Demonstrated ability to work effectively within a **shared leadership and multidisciplinary team model**
- Capacity to provide **clinical leadership**, guidance, and informal mentoring to colleagues and support workers
- Ability to contribute to a positive team culture aligned with organisational values and service objectives.

Governance, Quality and Professional Accountability

- Demonstrated knowledge of and adherence to:
- Professional, legal, and ethical nursing standards
- Child and Vulnerable Adult Safeguarding Frameworks
- Work Health and Safety legislation and responsibilities
- Ability to independently manage professional accountability, clinical risk, and ethical decision-making
- Commitment to participating in clinical supervision, reflective practice, and ongoing professional development in line with AHPRA and organisational requirements.

Communication, Engagement and Advocacy

- Highly developed communication skills, including the ability to engage effectively with women experiencing crisis, distress, or complex psychosocial needs
- Ability to advocate for women and girls within health and service systems to reduce barriers and improve access to care
- Demonstrated capacity to build and sustain effective partnerships with internal and external stakeholders
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

Desirable

- Experience working within integrated women's hubs, homelessness services, DFV services, or outreach-based primary health models
- Previous experience in a dual clinical and practice management / coordination role
- Knowledge of health accreditation standards
- Experience contributing to service design, model-of-care development, or system improvement initiatives
- Postgraduate qualifications or professional development relevant to primary health care, women's health, leadership, or practice management.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____

Date _____