

# Position Description

## Emergency Nurse Practitioner – Arrivals Hub

<b>Classification:</b>	Nurse Practitioner / Paediatric Nurse Practitioner - (N01-N02)
<b>Business unit/department:</b>	Emergency Services
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
<b>Employment type:</b>	Fixed Term Full-Time or Part-Time
<b>Hours per week:</b>	Part-time or Full time
<b>Reports to:</b>	Divisional Manager – Access & Critical Care, Access and Demand
<b>Direct reports:</b>	0
<b>Financial management:</b>	Budget: 0
<b>Date:</b>	December 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

### Position purpose

The Emergency Nurse Practitioner (ENP) is directly involved in the provision of expert patient-centred clinical care and is recognised as the most senior clinical nurse in their area of specialty. This extends to the care of family, carers, and other health professionals.

ENP's are supported by Austin Health to work in clinical specialties where there is evidence that the advanced clinical skills of a Nurse Practitioner would enhance patient outcomes within an efficient service model.

### About the Directorate/Division/Department

Emergency Services at the Austin consists of the Austin Emergency Department and Short Stay Unit.

The Emergency Department services approximately 85,000 patients per year, about 20% of whom are paediatric patients. The inpatient admission rate is of the order of 33%. The Emergency Department aims to assess, manage, and admit patients from a broad range of specialties, within the targets set

by the Department of Health. This service will be delivered in a timely, compassionate, and appropriate manner, enhanced through teaching, research and the development of new technologies and processes.

The Short Stay Unit is a 28-bed unit which is co-located with, and staffed by, the Emergency Department nursing workforce. Patients admitted to Short Stay usually have a rapidly reversible condition which either requires a short period of treatment or observation, where the likelihood of safe discharge can occur in a 24 period.

The Emergency Service is at the forefront of new and innovative models of Emergency care and is a contemporary leader in Emergency Medicine and Nursing education, research, and quality. There is a strong focus on nursing education and upskilling opportunities with both a post graduate course in critical care nursing and an Emergency Foundations program is offered each year. There is also a wide range of nursing and education support by the in-house education team which promotes clinical support and education on a shift-to-shift basis.

The Austin Emergency Services provides exceptional care observing best practice and is a leading Australian hospital in regard to nursing educational opportunities and career development and a collaborative team approach to providing the best care to its clients.

## Position responsibilities

### Role Specific:

The **Emergency Nurse Practitioner (ENP) – Arrivals Hub** role supports and complements patient care within Emergency Services, adapting to evolving clinical demands. ENPs deliver evidence-based, patient-centred care across a range of complexities.

Key priorities include:

- Achieving triage within 7 minutes.
- Facilitating direct SSU & DASS admissions from the Waiting Room (WR).
- Implementing diversion strategies to improve National Emergency Access Target (NEAT) discharge performance.
- Ensure timely, safe delivery of care.
- Drive evidence-based practice and quality improvement.
- Maintain a safe, standards-driven work environment.
- Support staff performance and KPI achievement.
- Identify and mitigate risks.
- Foster a collaborative team culture.

These initiatives enhance patient flow, reduce delays, optimise departmental resources, and improve KPIs.

### Independence

- NP practice recognises the educational and advanced practice attributes beyond the Registered Nurse standards for practice.
- Endorsed to diagnose and implement treatments without direct clinical supervision.
- Endorsed to prescribe medications, request diagnostic investigations and receive/make referrals as defined by their scope of practice
- Work collaboratively as part of a healthcare team.

### Education domain

- Fosters a culture of clinical excellence that is based on person-centered care, collaboratively working with staff to focus on the quality and safety of services.



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- Provide a resource role to patients, families, General Practitioner's, and community groups.
- Assist with the provision of health promotion activities.
- Maintains and updates own Professional Practice Portfolio to demonstrate an ongoing commitment to learning and best practice.
- Provide real-time teaching and skill development for triage staff.
- Mentor triage nurses to build confidence and capability.
- Support junior medical staff with clinical decision-making and escalation processes.
- Participate in continuing education activities with designated study leave.

### Research domain

- Awareness of the latest research literature, equipment and treatment and utilisation of knowledge in practice.
- Disseminates clinical practice and research finding via education and publications.
- Initiates and conducts nursing research relevant to clinical specialty.
- Participate in the development and delivery of specialist research programs.
- Adapts and applies related scientific research to clinical area.
- Involved in clinical data collection as necessary.
- Reports on key quality parameters monthly to the multidisciplinary team, or as required.
- Demonstrates a capacity to undertake/support nursing research, publication of work and public presentation within the local, national, and international healthcare community.

### Leadership domain

- Provides expert clinical knowledge and direction to ensure that clinical standards, policies, and procedures promote a patient focused model of care.
- Acts as a nursing role model for staff and an expert clinician in the clinical setting.
- Assists the development of clinical specialty, by assuming a nursing leadership role in specialty clinical groups at State, National or an International Level.
- Participates in the development and delivery of specialist education programs.
- Participates in formal and informal education programs.
- Delivers regular education to staff as required.
- The NP will assist in orientating junior medical staff, HMOs and registrars regarding local processes as required.
- Advocate for the development of nurse practitioner practice.
- Monitors own practice as well as participating in peer supervision and review.
- Displays important leadership qualities such as integrity; confidence; ability to inspire others; excellent communication; clear complex decision-making ability; accountability; ability to communicate information and expectations in a way that builds effective and collaborative working relationships with others.

### Support of Systems

#### Operational Oversight & Key Measurables

##### Ambulance Offload:

- 90% of ambulance patients offloaded within 40 minutes.
- 0% remain on AV stretcher >120 minutes.

##### NEAT:

- ≥81% of discharged patients leave within 4 hours.
- ≥85% of SSU/DASS admissions leave within 4 hours.
- ≥90% of non-admitted patients leave ED within 4 hours.
- Discharge patients to wards within 1 hour of 'Ready to Go' status.

##### Waiting Room (WR)

- Provide oversight and monitoring of WR activity.
- Support WR Nurse to manage risk and timely care.
- Ensure time-to-treatment KPIs are met (Cat 1 immediate, Cat 2 within 10 mins).
- Initiate care if not completed by triage team.



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- Minimise 'Did Not Wait' risk.
- Support First Nations patients through early identification and escalation to AHLO.
- Ensure return patients for ultrasound/SSU review have notes and bed requests completed to facilitate transfer to SSU.

#### Triage & Registration Supervision

- Oversee triage & registration processes to meet KPI (<7 minutes).
- Support diversion to VVED or HPCC using inclusion/exclusion criteria.
- Progress referrals to HITH and Virtual Hospital services.
- Monitor dashboard metrics and escalate delays (cubicle allocation, ward bed, radiology, pathology).
- Ensure RTG patients in WR/AV areas are discharged within 60 minutes.
- Provide senior support to triage and MDT for consistent management.
- Demonstrate a sound understanding and how to work with Austin Health Clinical Informatics systems including Cerner Oncology within the team.
- Maintain accountability for compliance with Occupational Health legislation and organisational policy for quality and safety within the team, with all members collecting accurate activity and clinical data where required, and maximising opportunities for utilisation of data for quality, service improvement, research and funding purposes.
- Work in accordance with the National Healthcare Standards through engaging the CNC Team in regular monitoring, systematic audit and continuous quality improvement.
- Accelerate clinical decisions and patient streaming to reduce delays and congestion.
- Ensure compliance with Austin Health's ENP Scope of Practice Clinical Guideline.
- Maintain safe work practices and meet NSQHS accreditation standards.
- Facilitate coordinated patient management with other team members.

#### **Clinical domain**

##### Standard 1: Assesses using diagnostic capabilities.

- Conducts advanced, comprehensive, and holistic health assessment relevant to specialist field of nursing practice.
- Conduct rapid, expert assessments at triage to identify patient acuity and care needs.
- Initiate investigations, prescribe treatment, and discharge patients within scope of practice.
- Accountable for utilising advanced assessment skills to develop a comprehensive, evidence-based treatment plan. This includes determining the need for organ imaging and laboratory investigations, undertaking diagnostic and therapeutic procedures, and prescribing medications informed by specialist knowledge and best practice.

##### Standard 2: Plans care and engages others.

- Documents extension of practice in Clinical Practice Guidelines which are supported by the multidisciplinary team.
- Direct patients to appropriate care pathways (e.g., Fast Track, SSU, acute cubicles, DASS, or discharge).
- Monitor and manage patients in the Waiting Room, ensuring safety and timely care.
- Identify patients suitable for early discharge and facilitate safe, efficient transitions home.
- Enable early identification of deteriorating patients and escalate promptly.
- Provide treatment for a wide variety of clinical conditions.
- Formulates a sound communication strategy with multidisciplinary team, medical staff, nursing staff, patients, and significant others.
- Ability to refer patients to other specialties as required.
- Facilitate admission and discharge planning with medical staff and the multidisciplinary team.
- Identifies gaps in care and works towards solutions and ensures creation of novel local processes in collaboration with the multidisciplinary

##### Standard 3: Prescribes and implements therapeutic interventions.

- Prescribes and implements therapeutic interventions.



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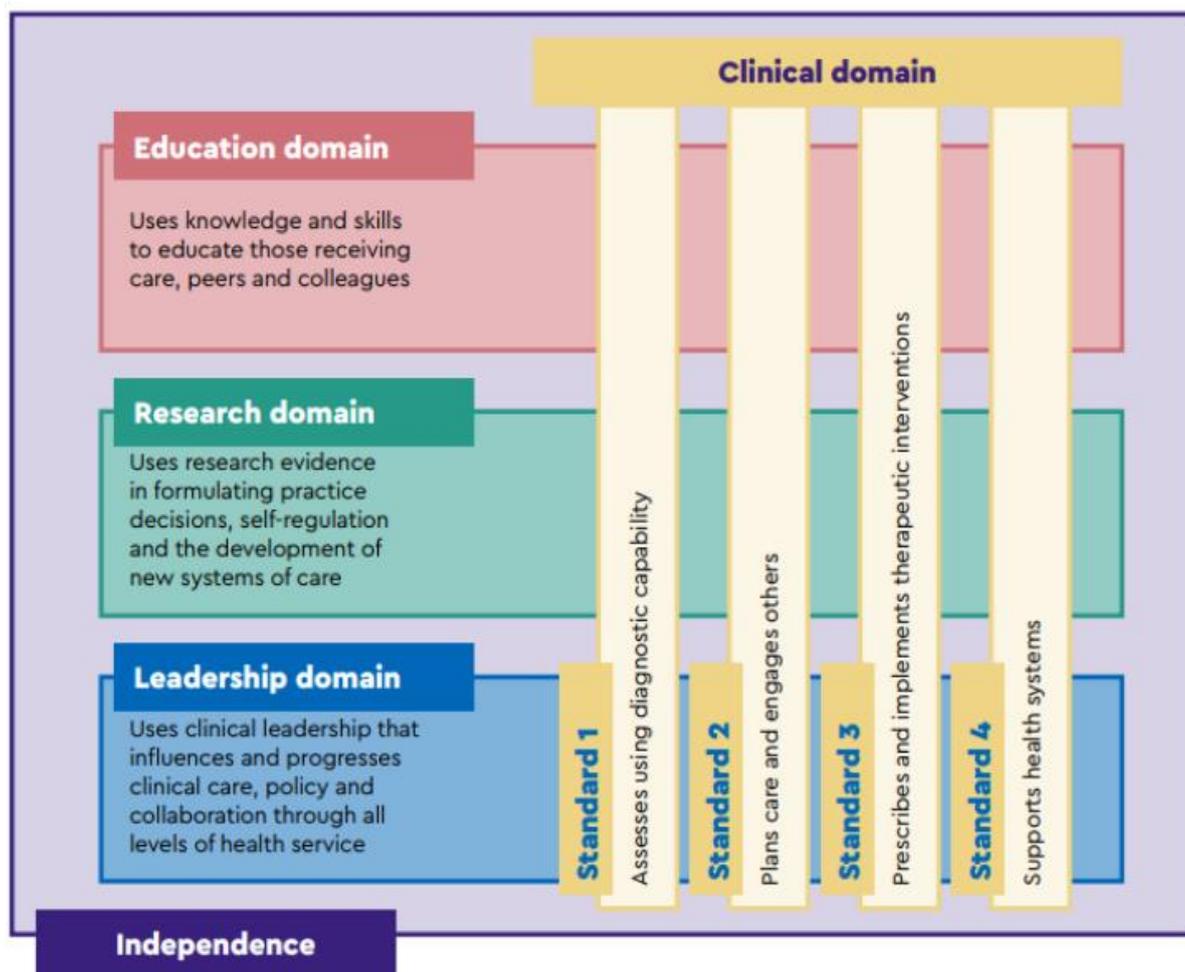
- Prescribes indicated non-pharmacological and pharmacological interventions.
- Practices in accordance with federal, state, and territorial legislation and professional regulation governing nurse practitioner practice.

<https://www.health.vic.gov.au/drugs-and-poisons/nurse-practitioners-legislative-requirements>

- Works together with the pharmacy team to ensure essential medications are available as required.

#### Standard 4: Supports health systems.

- Frequently will adopt a case management approach to service delivery.
- Specific clinical skills to be determined by nursing and multidisciplinary clinical teams to maximise clinical outcomes for the patients and their families.
- Maintains currency with clinical issues by engaging in ongoing clinical and managerial professional development.
- Provides psychosocial support to patients and significant others.
- Participates in the service planning process to identify future directions for the clinical service to maximise patient outcomes and resource management.
- Evaluates NP service delivery in accordance with key performance indicators.
- Clinical decisions are informed by evidence-based practice.
- Displays an ability to analyze situations and make appropriate decisions in a timely manner that meets the needs of patients, staff, and organization.
- Collaborate with multidisciplinary teams across Austin Health.



(Nurse practitioner standards for practice – Nursing and Midwifery Board of Australia – 1 March 2021)



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## Selection criteria

### Essential skills and experience:

- Extensive and recent clinical experience in Emergency Nursing care, with particular focus on adult care and paediatric care.
- Hold a valid Australian prescriber number.
- Proficiency in procedural skills such as suturing, fracture management, plaster, and splint application.
- Commitment to quality, best practice, and environmental safety.
- Ability to communicate effectively in both written and verbal form.
- Demonstrated ability to problem solve.
- Advance level of therapeutic management skills.
- Ability to evaluate practice at an advanced level.
- Demonstrated ability to formulate and implement new models of patient care
- Critical thinking skills and the ability to work autonomously.
- Demonstrated knowledge of nursing professional standards and legal/ethical requirements.
- Commitment to nursing as a profession - through professional associations, publications, conference presentations and ongoing.
- Commitment to research and its application in practice, including up to date certification for Good Clinical Practice, and credentialing.

### Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting or as required for the role and/or department.
- Knowledge of case management models and theories
- Experience in change management.

## Professional qualifications and registration requirements

- Nursing & Midwifery Board of Australia endorsement as a Nurse Practitioner
- Master of Advanced Nursing (Nurse Practitioner)
- Post-graduate studies in Emergency nursing.

## Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

All Austin Health employees are required to:



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- Adhere to Austin Health's core values: *our actions show we care; we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.

### All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principles of patient centred care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.



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