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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Clinical Lead (Registered Nurse / Aboriginal Health Practitioner)
REMUNERATION/CONDITIONS:	In accordance with the Nurses Award 2020 or Aboriginal Community Controlled Health Services Award (as applicable)
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Practice Manager
PERFORMANCE APPRAISAL:	Performance reviews every 12 months against accountability targets set by the Practice Manager
POSITION FUNCTION:	To support the coordination of daily clinical operations and ensure the delivery of culturally safe, high-quality primary health care to the community. The Clinical Lead will provide clinical oversight, guidance and mentorship to staff, and assist in implementing programs, policies, and quality improvement initiatives under the direction of the Practice Manager.
MINIMUM SKILLS REQUIRED:	Registered Nurse (RN) or Aboriginal Health Practitioner (AHP) with current AHPRA registration

POSITION SUMMARY

The Clinical Lead works closely with the Practice Manager to manage the day-to-day operations of the health clinic. This role supports the effective flow of clients, ensures clinical coverage, maintains high standards of care, and promotes teamwork within the multidisciplinary health service team.

The Clinical Lead will provide hands-on clinical care within their scope of practice and lead by example in upholding cultural safety, infection control, and quality assurance practices. They will act as the first point of contact for clinical staff regarding operational issues, ensuring effective communication and alignment with organisational priorities, accreditation standards, and quality improvement processes.

RESPONSIBILITIES

Clinical Leadership & Team Support

- Coordinate the daily operation of the clinic, ensuring adequate staff coverage and smooth service flow.
- Provide clinical supervision, mentoring, and support to nursing, Aboriginal Health Practitioners, and reception staff.
- Support the Practice Manager in managing rosters, clinic scheduling, and resource allocation.
- Assist in implementing and monitoring clinical policies, procedures, and protocols.
- Support effective communication between clinical, reception, and management teams.
- Participate in the induction, training, and competency assessment of new staff and students.
- Promote and model culturally safe, trauma-informed, and patient-centred care practices.
- Support team wellbeing and recognise individual contributions.

Clinical Care

- Deliver comprehensive primary health care within scope of practice, including assessment, treatment, health education, and referrals.
- Provide triage and coordinate care in partnership with GPs and allied health providers.
- Work collaboratively with Aboriginal Health Workers, recognising their cultural knowledge and expertise.
- Maintain accurate, timely clinical documentation and data entry into client information systems.
- Ensure infection control, immunisation, and clinical safety standards are maintained.
- Assist GPs with procedures, wound care, chronic disease management, and health assessments.
- Support health promotion and prevention initiatives tailored to community needs.
- Contribute to the development of care plans and follow-up activities for clients.
- Ensure culturally appropriate clinical support for clients during visiting specialist clinics.

Operational & Quality Responsibilities

- Support the Practice Manager to maintain RACGP accreditation and other quality standards.
- Lead daily morning huddles and contribute to clinical meetings and handovers.
- Monitor stock levels, medical supplies, and clinical equipment; report shortages or issues promptly.
- Identify risks or near misses and report them in line with policy and procedures.
- Assist in reviewing and implementing clinical quality improvement projects.
- Maintain accurate records, reports, and statistics as directed by the Practice Manager.
- Support and promote continuous quality improvement and compliance with all service policies.
- Ensure client confidentiality, privacy, and respect at all times.
- Support the Practice Manager and CQI Officer with internal audits and clinical reviews.

Cultural & Community Engagement

- Promote cultural safety and respect in all client interactions and staff communications.
- Support community-based health promotion and outreach activities.
- Build and maintain respectful relationships with clients, community members, and stakeholders.
- Advocate for clients to ensure equitable access to quality health care services.

Work Health & Safety

- Actively identify, report, and address WHS and infection control risks.
- Participate in emergency response, incident reporting, and follow-up procedures.
- Support and monitor compliance with Work Health & Safety and Infection Control policies.

SERVICE DELIVERY MANAGEMENT

1. Implement any new [Service] policies or systems as directed.
2. Oversee and receive feedback on clinical morning briefs.
3. Manage control of consumable stock and equipment.
4. Monitor and disseminate important health communications and updates (e.g. health alerts).
5. Ensure health promotion and other relevant programs are implemented, delivered and evaluated.
6. Manage Allied Health Clinics.
7. Manage the QUMAX program.

8. [list additional programs]

Ensure the HST is working towards organisational objective

1. Participate in relevant research activities as directed /approved by the CEO.
2. Set Health Service performance targets and key performance indicators and monitor performance as per Strategic Plan.
3. Provide all reporting in a timely manner as required, including, but not limited to:
 - Clinic Report
 - ITC Activity Reports
 - Annual Report
4. Be involved in ongoing accreditation and continuous quality improvement processes.
 - Work closely with the CQI Officer/ or delegate to implement quality improvement processes.
 - Support the Health Services Team and staff to maintain accreditation standards and act on recommendations.
5. Provide monthly performance reports to management as directed.

SAFETY AND QUALITY GOVERNANCE

- Review systems, policies and processes in place to help ensure compliance with National Standards, relevant legislation, and best practice / evidence-based health service provision.
- Identify in-house and external training/education requirements and opportunities.
- Be responsible for reporting all near misses, slips, lapses and mistakes in clinical care across the organisation to management
- Participate in the review of the Medical Policy & Procedure Manual annually with the CQI Officer including researching relevant legislation, directives, RACGP and AGPAL standards.
- Facilitate clinical performance and risk management in relation to risks to clients, staff and practitioners, and the organisation.
- Foster a supportive environment and approach to incident reporting and investigation with the main focus being on system failures while not ignoring human factors involved.
- Assess the (non-General Practitioner) staff for clinical competency at induction, annually and as required, inclusive of:

- Infection control;
- Medication safety;
- Vaccine management;
- Clinical procedures (within scope of practice);
- Use of clinical equipment;
- Allocation of AMSED modules and ensure completion by staff within required timeframes.

CLINICAL GOVERNANCE

- Attend the Clinical Governance Committee Meeting, and Chair when required.
- Advise, direct and coordinate clinical governance across the Health Service Team.
- Ensure safety and quality in the clinic by regular monitoring and auditing of:
 - Medication stock
 - Doctors bags
 - Consumable stock
 - Equipment maintenance
 - Infection control measures
 - Immunisation/vaccine management, including Strive for 5 annual audits
 - Clinic housekeeping checklists
- Review infection control and vaccine/immunisation management protocols annually.
- Ensure that relevant staff are made aware of any changes to the existing P&P's through education and training.
- Promote use of evidence based guidelines.
- Provide education and training on evidence based guidelines available to the clinical staff

MEETINGS

- Represent [Service] in meetings as required and authorised by CEO.
- Attend meetings as required by the Deputy/ CEO.
- Attend all Health Services Team, Management and Clinical Governance Committee Meetings.
- Attend monthly GP Meetings

KEY PERFORMANCE INDICATORS

Focus Area

Clinic Operations & Flow

Clinical Governance & CQI

Key Measure

≥90% appointment utilisation; reduction in client wait times by 10% annually.

At least 2 audit or CQI actions implemented annually; all incidents reviewed within 5 business days.

Team Support & Supervision

100% of clinical staff receive supervision or mentoring sessions quarterly.

Client Experience & Safety

≥85% client satisfaction; 0 critical incidents unaddressed.

PROFESSIONAL DEVELOPMENT

- Participate in regular supervision and professional development.
- Attend relevant workshops, training, and conferences to maintain skills and registration.
- Support colleagues' learning and contribute to a culture of shared growth.

MANDATORY REQUIREMENTS

- Current AHPRA Registration (Registered Nurse or Aboriginal Health Practitioner)
- Medical practice management qualification or equivalent experience
- Understanding of Aboriginal and Torres Strait Islander health issues
- Knowledge of primary health care, MBS items, and RACGP Standards
- Demonstrated ability to provide culturally safe and evidence-based care
- Computer proficiency and experience using clinical data systems
- Excellent communication and teamwork skills
- Current Working with Children Check and National Police History Check
- Current NSW Driver's License

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____