



## Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

# Job Description Form

## Head Nurse

### Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live prosperous lives that are strong, healthy, and culturally safe.

### The Purpose that defines us

We bring clinical, cultural, and community expertise to deliver accessible and holistic health and wellbeing care for people in the North-East Kimberley.

### Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

### Organisational Values

The Ord Valley Aboriginal Health Service (OVAHS) has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



#### Community

We bring our connection with community to everything we do



#### Respect

We show respect for people, cultures and backgrounds



MY MOB

#### Passion

We are deeply motivated to achieve outcomes



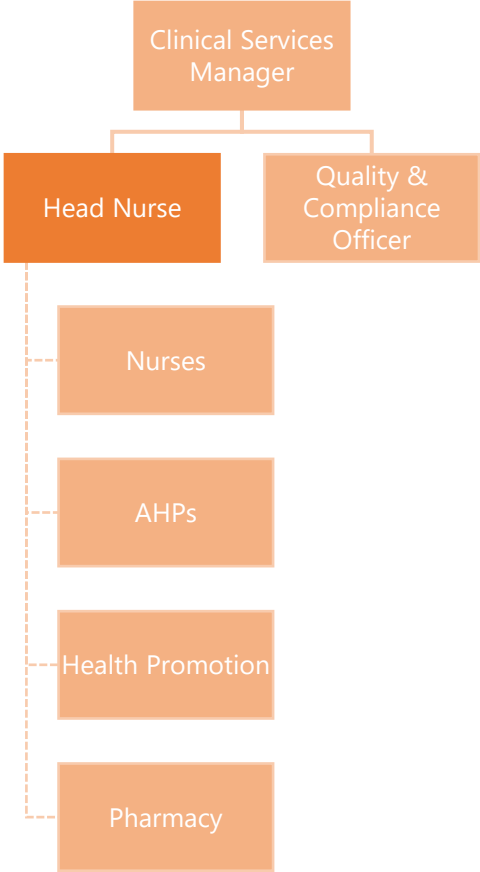
#### Equality

We strive for equality, fairness and empathy for all people

HEALTH & WELLBEING

<b>Position Title</b>	Head Nurse
<b>Work Group</b>	Clinic
<b>Work Unit</b>	Clinic
<b>Reports To</b>	Clinical Services Manager
<b>Direct Reports</b>	0
<b>Award / Agreement</b>	<i>Nurses Award 2020</i>
<b>Award Classification</b>	Registered Nurse Grade: 4 (\$120,142.78 – \$136,274.84)
<b>Approved by CEO</b>	28.04.2026

**Team Structure**



**Position Purpose**

The Head Nurse (HN) is the second-in-command to the Clinical Services Manager (CSM), providing delegated operational leadership and coordination of day-to-day clinic functions, and acting for the CSM as required. The role coordinates multidisciplinary workflows, supports clinical supervision and drives culturally safe, high-quality, evidence-based care across OVAHS services.

Working closely with Aboriginal staff, Elders and community partners, the HN ensures services remain culturally responsive and aligned with organisational strategy, supporting strong health and wellbeing outcomes for Aboriginal people in the North-East Kimberley. When delegated, the HN provides relief leadership for the CSM, maintaining continuity of operations and standards.

*OVAHS is committed to improving employment opportunities and outcomes for Aboriginal and Torres Strait Islander people. As a measure to achieve equality and support, Section 51 of the Equal Opportunity Act 1984 (WA) will apply to this position. Aboriginal people are encouraged to apply.*

## Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role is aligned with all four Strategic Goals.



POSITIVE  
CHANGE

### Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &  
WELLBEING

### Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT  
COMMUNITY

### Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY  
TOGETHER

### Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

## Key Stakeholder Relationships

### External

- Aboriginal clients, families, carers, Elders and community members across the North-East Kimberley.
- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

### Internal

- Maintains close working relationships with other officers, team members and employees of OVAHS.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

## Indicative Workload Split

Clinical 40-50% / administrative 50-60%

## Key Position Duties

### Leadership, Delegation and Team Coordination

- Act as second-in-command to the CSM providing operational and clinical leadership support.
- Deputise for the CSM in their absence, exercising delegated authority to ensure continuity of service delivery and decision-making.
- Support the CSM in leading and coordinating the multidisciplinary care team of Nurses and Aboriginal Health Practitioners.
- Support clinicians in delivering evidence-based, culturally safe, and trauma-informed care, best-practice health promotion and preventative health initiatives.
- Ensure all clients are treated in a respectful, culturally appropriate, and person-centred manner.
- Coordinate Nurse and AHP team rosters and staffing coverage to support safe and efficient clinic operations.
- Lead staff orientation and onboarding processes.
- Provide positive, effective leadership that fosters a respectful, collaborative and high-performing team culture and effectively coordinate and lead team meetings to support accountability and ongoing improvement.
- Support staff to effectively prioritise work and maintain sustainable workloads.

### Service Delivery and Program Oversight

- Support the CSM in the delivery of clinical services by monitoring and managing clinic operations, including patient tracking system, pharmacy operations, urgent patient recalls and release-of-information requests, and escalating any issues to the CSM and SMO as appropriate.
- Identify service gaps, risks and improvement opportunities and provide recommendations to the CSM.
- Lead the operational planning and delivery of outreach clinics (including staffing, logistics, equipment and cold chain readiness), ensuring safe, culturally responsive and efficient service delivery, and escalating risks to the CSM as required.

- Maintain clinical or program service delivery in accordance with the relevant care position JDF (e.g. Registered Nurse, Aboriginal Health Practitioner or Health Promotion Officer) following indicative workload split of HN JDF.
- Provide direct evidence-based clinical care and education to clients to support understanding and management of their health conditions.
- Ensure integrated and comprehensive care including chronic disease management, preventative health, mental health, AOD support, and social and emotional wellbeing services.
- Maintain effective referral pathways with internal and external providers to ensure continuity of care.
- Work collaboratively with internal teams to strengthen integrated service delivery.

### **Operational Compliance**

- Coordinate clinic operational compliance (including clinic maintenance, stock control, equipment calibration, POC quality assurance activities), and ensure team completes assigned compliance tasks, reporting variances and escalating risks to the CSM.
- Lead clinical stock ordering processes and ensure appropriate resource allocation within delegated authority.
- Lead clinical asset auditing (physical verification, location, condition, calibration) and ensure corrective actions are completed; escalate risks to the CSM.
- Lead day-to-day cold chain management including temperature monitoring, documentation, equipment readiness and response to excursions, ensuring compliance with organisational policies and accreditation standards.
- Support after-hours vaccine delivery processing.
- Exercise delegated operational and financial authority in accordance with organisational policies and approval limits.
- Ensure efficient and effective use of resources and contribute to sustainability planning.

### **Clinical Compliance, Incident Management and Data Quality**

- Support CSM to investigate of clinical incidents, gather relevant information and initiate corrective and preventative actions.
- Support the CSM in delivering coordinated clinical care during emergency situations, including assisting with client management, staff coordination and implementation of emergency procedures.
- Promote high standards for clinical documentation and data integrity (e.g. in MMEx) and escalate compliance concerns to CSM.
- Provide operational data and clinical insights to support the CSM in monitoring clinical performance, quality improvement activities and organisational reporting.
- Provide insights and inputs for development and updating of OVAHS clinical policies, protocols and procedures if requested.

### **Community Engagement and Cultural Safety**

- Promote culturally safe care in partnership with Aboriginal staff, Elders, community representatives and relevant organisations.
- Ensure services remain responsive to local community needs and aspirations, and escalate any emerging community issues to the CSM.
- Build and maintain effective stakeholder relationships and represent the organisation at meetings, forums, and committees if requested.

### Quality Management System

- Actively participate in the organisation's Quality Management System (LOGIQC) and in CQI initiatives as requested.
- Promote a culture of innovation, accountability, and high performance.

### Work Health & Safety and General Responsibilities

- Comply with all Work Health and Safety responsibilities in accordance with the Work Health and Safety Act 2020 (WA).
- Identify and assist in reducing workplace hazards and risks.
- Act as a WHS Representative and/or Fire Warden if requested.
- Follow reasonable directions of Work Health and Safety representatives.
- Attend and participate in professional development activities and Employee Development Days.

### General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
- Support and promote teamwork through open communication, collaboration, and contribution to a positive workplace culture.

*This job description is not intended to be all-inclusive. Employees may be required to perform other related duties as negotiated to meet organisational needs.*

### Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position. Also refer to KPIs in relevant care position JDF (e.g. Registered Nurse, Aboriginal Health Practitioner or Health Promotion Officer).

The below KPI's are to be assessed in line with the organisation's performance development framework.

Key Result Area	Key Performance Indicators
<b>Clinic Operations</b>	Average patient waiting time maintained below 30 minutes; essential clinical stock availability maintained $\geq 95\%$ of the time; stock variances reviewed monthly; no expired clinical stock incidents; $\geq 95\%$ on time completion of scheduled clinic operational compliance and asset auditing tasks; zero lapses in cold chain compliance.
<b>Incident Management</b>	100% of clinical incidents reviewed within 3 business days with corrective and preventative actions identified and escalated to CSM.
<b>Governance &amp; Accreditation</b>	100% of assigned RACGP/AGPAL and internal audit action items completed within deadline.
<b>Workforce Coordination</b>	100% onboarding of new clinical staff completed within 4 weeks of commencement.
<b>Cultural Safety &amp; Community Engagement</b>	Demonstrate culturally safe medical practice and receives no substantiated cultural safety complaints; work in partnership with Aboriginal staff, Elders and community members to ensure medical care is responsive to cultural identity and social circumstance;

	support cultural competence and trauma-informed practice education across the care team.
<b>CQI Participation</b>	Active participation in CQI initiatives and LOGIQC with 100% of documentation, reviews and assigned tasks completed within agreed timeframes.
<b>Financial Oversight</b>	All delegated purchases within approved budget limits.

### Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

### Qualifications, Skills, Experience and Knowledge

#### Essential

- Current registration with AHPRA as a Registered Nurse, Aboriginal Health Practitioner or other relevant clinical qualification with eligibility to practice in Western Australia.
- Demonstrated experience in a senior clinical or team leadership role within a primary health care setting.
- Proven ability to provide day-to-day operational leadership in a clinical environment, including coordinating workflows, managing competing priorities and maintaining service continuity.
- Demonstrated ability to supervise, support and mentor multidisciplinary teams, fostering a respectful, collaborative and culturally safe workplace culture.
- Strong understanding of Aboriginal health priorities and the delivery of culturally safe, trauma-informed care within an Aboriginal Community Controlled Health Organisation context.
- Demonstrated ability to support efficient clinic operations, including patient flow, appointment utilisation, recalls coordination and service delivery across multidisciplinary teams.
- Experience coordinating workforce coverage, onboarding and orientation, and supporting staff to maintain sustainable workloads.
- Sound knowledge of operational compliance requirements including infection control, cold chain management, stock control, equipment maintenance and point-of-care testing processes.
- Demonstrated ability to undertake initial incident review, identify risks and support implementation of corrective and preventative actions in collaboration with senior clinical leadership.
- Experience participating in quality management systems (e.g. LOGIQC) and contributing to continuous quality improvement activities, audits and documentation standards.
- Demonstrated ability to maintain high standards of clinical documentation and data integrity within systems such as MMEEx or Communicare.
- Ability to monitor service delivery and provide operational insights and recommendations to support performance improvement and decision-making.
- Strong organisational and problem-solving skills, with the ability to respond effectively to operational issues in a dynamic clinical environment.
- Highly developed communication and interpersonal skills, with the ability to build effective relationships with staff, community members and external stakeholders.

- Demonstrated ability to exercise delegated authority, sound judgement and accountability in a leadership role.
- Demonstrated resilience and adaptability in remote or resource-constrained service environments.

#### **Desirable**

- Experience working within an Aboriginal Community Controlled Health Organisation.
- Experience working in remote or very remote primary health care settings.
- Additional training or qualifications in leadership, health service management or quality improvement.
- Experience supporting outreach service delivery and coordination.
- Exposure to delegated financial responsibilities, including stock ordering and resource allocation.

#### **Practical Requirements**

- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra-and-state travel including overnight absences will also be required.

### **EMPLOYMENT SCREENING**

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with OVAHS Policies. The following checks will be required for this role:

- National Police Check (current within the previous 3 months, or willingness to obtain
- Valid Working with Children Check
- Current AHPRA Verification Check
- Current and Valid Driver's License
- National Disability Insurance Service Check
- Other