

	Document ID:	JD – 321b
	Revision No.:	5.0
Job Description – Veteran Health Nurse	Effective Date:	January 2026

Job Description

• Job Descriptions

Doc No	JD – 321b
Position Title	Veteran Health Nurse
Reports To	Clinical Manager (JD 311)
Key Stakeholders	Internal - Cross Functional External - Health Care Professionals and Patients
Reports	Nil
Date Reviewed	January 2026

1. Job Summary and Objective

Aeternal Group's Vision is to provide exemplary clinical products, clinical care and support to veterans and first responders. To enable Aeternal group to achieve that vision, Provocatus' mission is to alleviate human suffering by providing medicines and pharmaceutical products to patients through established supply and logistics pathways, so that our customers can receive exemplary clinical care and support.

The Veteran Health Nurse will facilitate effective communication and collaboration between health care professionals, patients, researchers, and internal stakeholders. The primary focus will be to provide advice to health care professionals and patients accessing Provocatus' business programs, to maintain accurate records, and ensure seamless information flow to enhance the company's engagement with the medical and patient community.

2. Company Values in Action

Aeternal Group is committed to the core values of Accountability, Integrity, Innovation, Pursuit of Excellence, and Respect for Human Life. The Veteran Health Nurse is expected to model these values daily and embed them in interactions with clients and staff.

3. Key Duties and Responsibilities

The key duties and responsibilities will be to:

- Provide clinical assistance regarding patient care in line with Provocatus programs. This will include:
 - Maintaining up to date records, talking to patients about their DVA recognised health concerns and assessing and recommending entitlements focused on pharmaceuticals and the DVA RAP scheme if clinically appropriate, ensuring compliance with data protection and privacy regulations.
 - Liaising with other medical professionals to provide a team care arrangement for DVA patients if clinically appropriate.
- Maintain accurate records of interactions with healthcare professionals.
- Contribute to policy and procedure development and ensure adherence.
- Provide support research and project-based initiatives, including educational resources for healthcare professionals or veterans.

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- Collaborate with healthcare professionals and aligned external partners
- Ensure adherence to industry regulations, company policies, and compliance standards related to medical communications and engagements.
- Collaborate with marketing, commercial, and clinical teams to ensure alignment of medical activities with overall company objectives.

4. Key Result Areas (KRA) and Key Performance Indicators (KPI) (Performance Weighting %)

Patient Care and Coordination	30%
Key performance indicators: • Time taken to respond to patient enquiries - maximum two (2) business days • Time taken to complete a triage and referral process (where appropriate) – maximum five (5) business days • Time taken to respond to inquiries and requests from healthcare professionals and other stakeholders – maximum 5 business days • Revenue contribution of \$420,000 resulting from RAP sales	
Education and Training	20%
Key performance indicators: • Contribution to the delivery of 12 scripts for collateral relating to DVA patient healthcare for redevelopment as online education content. • Contribute to developing opportunities to promote the Veteran Access Scheme by forming partnerships with organisations that can refer veterans to our program, including development of the content that could be presented to corporate organisations.	
Clinical Documentation and Administration	20%
Key performance indicators: • Accurate completion of patient notes in patient database (100% accurate and complete) • Assist to develop of six (6) documented nurse procedures and process maps for compliance review	
External Collaboration and Outreach	15%
Key performance indicators: • Contribute to any GP (and other healthcare professionals) advocacy and/or ESO information/awareness sessions as required • Contribution to establishing three (3) partnership arrangements to augment existing clinical services (Veteran Access Scheme “Clinical Wellness Pillar”)	
Continuous Improvement and Technology Enablement	5%
Key performance indicators: • Assist with at least one (1) RAP workflow automation (focus on rescripting/tracking of RAP sales)	
Values and Culture Contribution	10%
Key Performance Indicators • Values alignment rating in performance review (minimum score required is 4/5)	

5. Job Qualifications and Experience

Essential	Desirable
Nursing degree with AHPRA registration	Nursing degree with AHPRA registration as a Registered Nurse (RN)
Australian citizenship and ability to obtain a valid National Police Check	Experience with DVA patients and processes is highly desirable
Minimum 3 years of working with Health Care Provider's - GPs, Specialists, Pharmacy and other Allied Health Care Providers	Experience with pharmacology and medicines in a clinical environment is highly desirable
Strong written, verbal and documentation skills	
Excellent time management and organisational capability	
Strong stakeholder engagement skills - able to establish and maintain effective internal and external relationships	

6. Occupational Health and Safety

All personnel are required to work, and encourage others to work, in a safe manner and promote safety and health in the workplace. All personnel are to act in accordance with Aeternal Group's Occupational Health and Safety Policy and are responsible to report or rectify (when possible and safe to do so) all potential and actual workplace hazards, injuries, incidents and health concerns which come to their attention.

7. Workplace Behaviour and Professional Conduct

All personnel are to positively contribute to a working environment free from discrimination, harassment and bullying. All personnel are to act in accordance with Aeternal Group's Discrimination Harassment and Bullying Policy and Code of Conduct.

8. Policies and Procedures

All personnel are required to maintain an understanding of and comply with Aeternal Group's Policies and Procedures, in addition to promoting and demonstrating the company's values and ethos.

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In signing, both the manager and employee of this position have discussed and agree to the content detailed within this job description and accept that duties and responsibilities may change at the discretion of Aeternal Group Pty Ltd.

Manager	Employee
Signature:	Signature:
Name:	Name:
Date:	Date: