



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Clinical Nurse Specialist - Palliative Care
<b>DIVISION/DEPARTMENT:</b>	Home Nursing Services
<b>CLASSIFICATION:</b>	RN ANUM Year 1-2 (YW11 – 12)
<b>INDUSTRIAL AGREEMENT:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements.
<b>REPORTS TO:</b>	Nurse Unit Manager – Home Nursing Service
<b>PRE-REQUISITES:</b>	
<b>Essential:</b>	Registered General Nurse Division 1 Current RN Registration (AHPRA) Current Police Check Current Drivers Licence (Victoria) Current Working with Children's Check
<b>COMPETENCIES:</b>	Organisation Mandatory Competencies ANTT Infection and Prevention and Control Basic Life Support Medications Calculations Prevention and Management of Elder Abuse Safe Medication Management  Minimising Falls and Harm from Falls No Lift Anaphylaxis PICC and PORT Syringe Driver
<b>KEY SELECTION CRITERIA:</b>	<ul style="list-style-type: none"><li>• Substantial postgraduate Experience in Acute Nursing</li><li>• Relevant postgraduate qualifications or prepared to work towards and obtain same</li><li>• Demonstrated community nursing experience</li><li>• Experience in care coordination</li><li>• Demonstrated skills in working with clients and families with a life threatening illness. Understanding of palliative approach.</li></ul>

- Demonstrated knowledge and skills in Health Behaviour Change, Chronic Disease self-management, client led Goal directed care planning, and person centred care
- Demonstrated ability to use electronic communication, software systems and relevant hardware
- Demonstrated well-developed communication and interpersonal skills
- Demonstrated ability to articulate clear decision making processes
- Possess knowledge of relevant legislation, including National Standards, Palliative Care National Standards Assessment program, and Strengthening Palliative Care Policy and Strategic directions.

### **OUR PURPOSE:**

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

### **OUR VALUES:**

Compassion, Empathy, Accountability, Respect and Excellence.

### **POSITION SUMMARY:**

The Palliative Care Clinical Nurse Specialist (CNS) is involved in the intake and prioritisation of referrals, providing a specialist assessment and working with the client and carer/family to develop a goal oriented care plan.

The CNS regularly reviews and evaluates client progress, identifying changes to client goals or preferences of care and ensures clients have access to specialist advice and support to manage their life threatening illness. The CNS works as a key worker within a multidisciplinary team environment which includes GP's, specialist, medical consultancy services, district nursing, volunteers, loss and grief coordinator, allied health and community services.

The CNS in key worker role provides clients and carers with a contact point for all client care issues.

### **RESPONSIBILITIES:**

- Achievement of competencies for a registered nurse, as prescribed by Nursing and Midwifery Board of Australia.
- Carrying out research and development, providing input to the development of clinical guidelines, and participating in appropriate committees.
- Delivery of excellent nursing care in accordance with the philosophy of person centred, coordinated care.
- Vigilance in data collection and recording.
- Assisting Nurse Unit Manager to work within program budgets and targets and when appropriate taking corrective action.

### **OUTCOMES:**

#### **Professional / Ethical Practice**

**Nursing actions and interventions are accurate, safe and demonstrate due regard for the theoretical concepts and principles underlying practice.**

- Documentation both electronic and written conforms to legal and agency requirements.
- Actions reflect an awareness of legal implications of nursing practice.

- Clarification of, and/or suggested changes to policies, procedures, protocols and guidelines are sought and made.
- Practises in accordance with the profession's code of ethics.
- Involves the client as an active participant in the process of care, provides person centred care.
- Recognises own knowledge base and level of competence.
- Respect for individuals and their families in terms of cultural and social context is demonstrated.
- The Nurse Unit Manager is assisted in identifying and acting upon opportunities for improving outcomes in the Unit.
- The rights and satisfaction of clients are monitored, enhanced and maintained.

### **Critical Thinking and Analysis**

#### ***Acts to enhance the professional development of self and others.***

- Continuing education is actively undertaken.
- Incorporates research findings into nursing practice.
- Staff are provided with timely feedback on their performance and immediate support.
- Issues relating to staff performance are communicated to the Unit Manager.
- Staff are encouraged to consistently act in ways which have a positive effect on colleagues.

### **Management of Care**

#### ***Comprehensive and accurate nursing assessments of clients are carried out.***

- Appropriate assessment tools are used effectively.
- Service Coordination Tool Templates (SCTT) used for generic assessment of clients.
- Data is analysed and interpreted accurately.
- Deviations from normal or improvement in the client's health status are identified and communicated to relevant service providers.
- Health behaviour change knowledge is used at assessment and in the formulation of client plans.

#### ***A plan of care is developed and documented in consultation with clients.***

- Plan of care includes actions to assist client goal achievement.
- Use of SCTT Shared Support Plan as tool for goal setting and care planning.
- The plan identifies expected outcomes including a time frame.
- Responds to client/carer educational needs, referring to others where necessary.
- Advance care planning is discussed with clients.

#### ***Planned care is implemented, evaluated and assessed.***

- Resources are utilised effectively and efficiently in providing care.
- Undertakes technical procedures confidently and safely.
- Refers clients to appropriate community service providers.
- Regular evaluation of client care includes identifying barriers to client goal achievement and ensuring optimal client outcomes.

***Educate clients to maintain and promote health.***

- Formal and informal education sessions with clients are undertaken as necessary.
- Ensure staff are delivering appropriate client education.

**Enabling**

***Acts to enhance the safety of individuals and groups at all times.***

- Environmental hazards are identified, eliminated and/or prevented where possible.
- Nurse Unit Manager is kept informed of issues and achievements in relation to health and safety issues.

***Appropriate interpersonal relationships are developed with individuals***

- The individual is treated with dignity and respect at all times
- Strategies which encourage independence are identified and utilised.
- Communicates effectively with individuals and groups.

***Organises workload to facilitate planned nursing care.***

- Work is organised, coordinated and delivered according to priorities of care.
- Aspects of care delegated to others are monitored and clarification/assistance is provided if required.
- Responds effectively in unexpected or rapidly changing situations.

***Establishes and maintains collaborative relationships with colleagues and members of the health care team.***

- The roles and functions of the health care team are recognised and understood.
- Contributes where required to ensure decisions made are appropriate and planned outcomes achieved particularly in reference to clinical speciality.

**SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

### **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

### **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

### **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

### **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

### **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

### **PREVENTION AND RESPONSE TO FAMILY VIOLENCE**

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and

awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

### **PERFORMANCE REVIEW & DEVELOPMENT**

A performance review & development plan will be carried out at three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

### **EMPLOYMENT CONDITIONS**

**HOURS:** The services provided by this organisation are offered to the community on a 24 hour day, 7 days per week basis. We will endeavour to meet individual preferences and needs however the incumbent acknowledges that this may not be possible in all instances.

**DIVISION:** The employment with the organisation is offered in the Nursing Division. Staff may be required to work in different nursing units to meet patient / resident/client needs.

**ROSTERS:** Home Nursing Services are provided in the community and as such staff will be working in settings that are subject to the elements of the weather.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.*

**EMPLOYEE'S NAME:** \_\_\_\_\_

**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**MANAGER'S NAME:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

REVISED Nov 2017 Nurse Unit Manager - Home Nursing Service

<p align="center"><b>Benalla Health</b></p> <p align="center"><i>Aligning behaviours to our Values and Code of Conduct</i></p>				
Compassion Excellence	Empathy	Accountability	Respect	
<p align="center"><i>In our team we ...</i></p>				
are kind to each other	ask others 'how can we help'	are honest and reliable	acknowledge the views, opinions, beliefs and ideas of others	have a 'can do' attitude
are forgiving	act to include each other	do what we say we will do	say thank you	work hard
respect personal space	seek to understand the facts	are honest with each other	manage each other up	choose our attitude
seek clarity where there is uncertainty	will support those who admit errors	call below the line behaviour	encourage robust discussion	encourage innovation
maintain confidentiality for those in our care and those we work with	pull together especially in tough times	reflect on our own behaviour	smile and greet each other	lead by positive example
encourage and support each other to discuss issues	have patience for those who are learning	acknowledge problems and seek and/or offer a solution	acknowledge people from culturally diverse backgrounds	work as a team
ensure open consultation and two-way communication	are safe to question and be inquisitive	have the courage to speak up and use our voice	turn up on time	acknowledge when we are wrong
use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives	report incidents and mistakes recognising we work in a 'just' culture	will comply with reasonable directives	apologise when we have hurt others and/or have been below the line in our behaviour	encourage each other to be the best we can be and celebrate each other's achievements
we see the person as being separate from any unacceptable behaviour	promote a culture of continuous improvement	follow policies and procedures including rostering rules	model and demonstrate polite behaviour	
	summarise what we have heard to demonstrate our understanding		use AIDET when we communicate	
	have fun		follow our organisation's dress code and dress appropriately	

***In our team we do not ...***

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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***Our standard is what we choose to walk past ...***