



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Clinical Support Nurse</b>
<b>Division/Department:</b>	Performance Improvement
<b>CLASSIFICATION:</b>	RN Grade 3B Yr1 (YU11)
<b>Industrial Agreement:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements.
<b>RESPONSIBLE TO:</b>	Executive Director of Clinical Services
<b>REPORTS TO:</b>	Operational Director – Performance Improvement
<b>PRE-REQUISITES:</b>	
<b>Essential:</b>	Registered Nurse with current and relevant clinical experience A current Police and Working with Children Check. Certificate IV in Workplace Training & Assessment or working towards same Demonstrated ability to prioritise a complex workload Demonstrated proficiency in ICT Excellent interpersonal and communication skills Demonstrated ability to work as part of a team Demonstrated ability to work with minimal supervision Demonstrated ability to show initiative Demonstrated knowledge of and practice in learner centric philosophy of education and training Demonstrated knowledge of and commitment to Quality Standards and Accreditation Process
<b>Desirable:</b>	Post graduate qualification in education Experience in facilitating simulated as well as in context learning Post graduate qualification in relevant advanced practice Demonstrated experience working with students/novices Demonstrated managerial or project experience Demonstrated skills in human resource management
<b>OUR PURPOSE:</b>	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 **Clinical Support Nurse (CSN)** is responsible for responding to the professional development, training and clinical assessment skill needs within the context of the clinical setting. The CSN is responsible for providing support to and facilitating assessment of undergraduate students. They are responsible for providing support to early graduate and novices transitioning to the workplace; to clinical staff in their efforts to maintain, advance and / or extend their scope of practice; and, to staff the with train-the-trainer and/or peer review responsibilities. The CSN with education team and NUMs to ensure unit based portfolio and in service program meets local professional development needs; and it is the role of the CSN to work with the Education & Research Unit Manager and the other members of the Clinical Education team to develop and action the education services operational plan specifically as it relates to student, graduate and and staff training initiatives.

## **RESPONSIBILITIES:**

### **STRATEGIC PRIORITIES**

#### **STRATEGIC PRIORITY 1: Developing a system that is responsive to peoples needs:**

- Act in a leadership role in adoption and actioning of Best Practice in Clinical Learning Environments Framework
- Align behaviours with organisational values and code of conduct
- Role model AIDET in practice
- Align role and actions with organisational and ERU strategic priorities and operational plan

#### **STRATEGIC PRIORITY 2: Improving every Victorian's health status and health experience**

- Comply with NMBA registration standards for registered nurse
- Maintain ANMC competency standards for registered nurse Comply with BH competency training requirements as detailed in Mandatory Training Policy
- Demonstrate clinical competence in the skills relevant to the nursing scope of practice required to deliver the routine healthcare and meet the needs of the common diagnostic groups served at Benalla Health
- Role model commitment to ongoing professional development and compliance with mandatory training
- Contribute to evaluation and review of clinical practice documents

#### **STRATEGIC PRIORITY 3: Expanding service, workforce and system capacity**

- Provide feedback to and coordinate completion of nursing student assessments
- As directed by student placement coordinator, liaise with educational partners in regards to student progress and assessment
- Support attendance and provision of simulated learning activities according to education priorities for skill development and maintenance
- Facilitate safe and appropriate use of clinical and education equipment

#### **STRATEGIC PRIORITY 4: Increasing the systems financial sustainability and productivity**

- Comply with requirements to achieve organisational/education fiscal goals
- Support prudent use of office supplies and equipment
- Liaise with ERU Administration Officer to ensure fair allocation and appropriate usage of education rooms and spaces
- Contribute to delivery of local and organizational in-services, skills stations and clinical workshop

#### **STRATEGIC PRIORITY 5: Implementing continuous improvement and innovation**

- Commit to hardwiring excellence program

- Conduct regular targeted rounding with students, staff and patients and report feedback and progress on nominated goals
- Contribute to service quality and improvement initiatives including clinical and education audits
- Facilitate/lead clinical peer review process for demonstrating competency and advancing skill development
- Support NUMs in developing and actioning unit based professional development plans including compliance with & coordination of unit competency training requirements
- Contribute to BH local train-the-trainer and peer review programs. Individual CSN's will be allocated responsibilities for specific competency training programs including but not limited to the BH No Lift Program; BH Life Support Training Program; BH Vascular Access Program; BH Nursing in Midwifery Training Program; BH VETiS Program
- Contribute to development, adoption and review of clinical practice learning packages and resources
- Contribute to education and as appropriate clinical service data collection
- Promote and contribute to evidence based practice and research
- Contribute to clinical practice meetings/forums, nursing grand rounds

#### **STRATEGIC PRIORITY 6: Increasing accountability and transparency**

- Meet and maintain standards of regulatory compliance for administrative and clinical information records & systems within the Australian Legislation and Regulation, Victorian Legislation and Regulation (ie Public Record Office of Victoria) and Benalla Health Policy and Procedure Framework.
- Role model BH values and comply with BH behavioural conduct
- Facilitate and enact orientation and support plans for novices (including new graduates) and for new staff
- Mentor high school students, undergraduate and post graduate students on placement; clinical facilitators working with novices and students; clinical portfolio leaders and unit based train-the-trainers and peer reviewers advancing / maintaining competency based training.
- In collaboration with NUM/s identify and enact support plans for staff struggling to meet minimum practice standards
- Represent ERU on designated clinical practice and/or clinical governance committee's
- Contribute to unit improvement by active participation in and feedback to leader rounding with Manager.
- Provide minimum quarterly activity reports as part of unit accountability process.

#### **STRATEGIC PRIORITY 7: Utilising e-health and communications technology**

- Comply with organisational communication framework
- Facilitate staff training and capacity to utilise technology in advancing healthcare outcomes for clients
- Demonstrate personal advancing ICT skills

#### **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 OHS 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 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.

### MEASURABLE OUTCOMES:

- Clinical support services reflect best practice in clinical learning environments
- Clinical support services are developed and evaluated to reflect organisational learning needs
- Compliance with organisational mandatory/compulsory competency program
- Strong customer service focus applied to all aspects of the role
- Information is managed in a confidential manner
- Service deadlines are met according to protocols
- Quarterly service report on activities and outcomes
- Development of personal learning plan and achievement of professional goals.

Clinical Support Nurses are generally rostered during routine business hours, out of hours and/or oncall duties may apply in regards to student placement or staff competency training/assessment need.

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

**CREATED:** Manager, Education & Research Unit February 2011

**REVISED:** December 2018

# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

Compassion

Empathy

Accountability

Respect

Excellence

### In our team we ...

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