

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Clinical Support Nurse- Mental Health
<b>Award Classification:</b>	Registered Psychiatric Nurse-Grade 3
<b>Award / Agreement Name:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
<b>Position Reports to:</b>	Associate Director, Learning & Teaching Mental Health/Statewide Services

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



## 1. POSITION PURPOSE

The Mental Health Clinical Support Nurse is situated within the clinical area and is responsible for providing direct clinical support and instruction to, and mentoring for graduate nurses, early career nursing staff and students that is responsive to local and organisational priorities, and develops the foundational specialty knowledge required to deliver high quality mental health nurse care to consumers.

The Clinical Support Nurse works according to a Learning and Teaching philosophy promoting and facilitating evidence based knowledge translation and positive work place culture.

The Clinical Support Nurse encourages a positive learning environment and are responsible for supporting and conducting clinical assessments as required for novice nurses of all levels including undergraduate students, graduate and transition to practice nurses and post graduate nurses. The Clinical Support Nurse undertakes direct client care in order to act as a role model for novice nurses and students.

The Clinical Support Nurse is directed by the Clinical Nurse Educator to participate and support strategic initiatives that work towards meeting the needs of a sustainable nursing /midwifery workforce in the provision of patient centred clinical care, in line with the EH Strategic Plan and Quality Framework.

Acting as a role model for lifelong learning, the Clinical Support Nurse displays high quality and evidence based clinical care and demonstrates positive collaborative relationships across the continuum of interprofessional health care teams

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Healthcare Excellence
<ul style="list-style-type: none"><li>• Works collaboratively with all departments and programs both locally and across EH, to support the systems, processes and projects required to ensure efficient, effective and responsive health service operations in line with the organisation's strategic direction.</li><li>• Ensure effective and timely communication with learning and teaching team members, N/MUM's, program leads, other EH departments, patients and relevant external education providers.</li><li>• Ensure personal compliance with relevant Acts, Agreements and Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct.</li><li>• Ensure practice development initiatives are completed within the mandates of the position, including Program, Nursing/Midwifery or site driven reports and/or documentation.</li><li>• Leadership and excellence in clinical role modelling within the context of the Learning and Teaching program.</li><li>• Uphold a Practice Development philosophy and personal practice which ensures staff treat all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner.</li><li>• Provide timely and effective communication with healthcare personnel to guide and achieve optimal patient/performance outcomes.</li><li>• Practices in accordance with the professional standards, codes and behaviours that are legislated through the Nursing and Midwifery Board of Australia (NMBA).</li><li>• Ensures clinical interventions are evidence-based and consistent with policy, standard and clinical practice guidelines prescribed by the organisation.</li><li>• Collaborate with N/MUMs in the monitoring of clinical risk through VHSIMS and in the mitigating of clinical risk.</li><li>• Incorporates practice which aligns with the EH Nursing &amp; Midwifery Practice Guideline, as relevant to the clinical setting</li><li>• Treats all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner. Provides an efficient, effective and customer focussed service.</li></ul>

<b>Leading in Learning</b>
<ul style="list-style-type: none"> <li>• Role model a customer focused manner through all interpersonal communications across the multidisciplinary team, aligned to the values of the organization, ensuring staff are able to work in a non-discriminatory and harassment free environment.</li> <li>• Role model professional behaviours, approachability and accessibility with all staff within the designated clinical area.</li> <li>• Role model clinical excellence and leadership, providing support, mentorship, assessment, supervision and education within the clinical area, that drives a culture of professional development within all levels of the nursing/midwifery staff profile.</li> <li>• Provide clinical support that is; <ul style="list-style-type: none"> <li>○ Timely</li> <li>○ Aligned to ensure optimal clinical outcomes</li> <li>○ Flexible and adaptive to the 'learner'</li> <li>○ Founded within research evidence and evidence-based practice</li> <li>○ Adheres to adult learning principles</li> <li>○ Promote and foster reflective nursing/midwifery practice.</li> <li>○ Support and guide practice within the designated area within the philosophy, intent, and standards prescribed by Australian Nursing and Midwifery Board and Eastern Health policy and procedures</li> <li>○ Collaborate to ensure all 'student/novice' staff within educational programs/courses receive timely and constructive informal feedback and active performance review and development plans.</li> <li>○ Support communication and compliance of specific clinical competencies and directives that may be prescribed by the Eastern Health Nursing &amp; Midwifery Executive.</li> <li>○ Ensure staff compliance with relevant clinical competency and training requirements specified by Eastern Health and that accurate documentation to provide evidence of this training/ competency is maintained.</li> </ul> </li> </ul>
<b>Leading in research and innovation</b>
<ul style="list-style-type: none"> <li>• Promote a culture of continuous service improvement.</li> <li>• Via the Clinical Nurse/Midwife Educator make recommendations to the relevant stakeholders to facilitate service/system improvements.</li> <li>• Be accountable for choosing and promoting sustainable options as applicable in clinical support modes.</li> <li>• Be responsible for the availability of stock and stores appropriate for the needs of the Learning and Teaching team and in line with the budget framework.</li> <li>• Support organisational sustainable strategies within all relevant areas</li> </ul>

### 3. SAFE PRACTICE AND ENVIRONMENT

#### Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all

clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

#### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

#### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

#### **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

#### **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

#### **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

#### **9. EASTERN HEALTH'S PROMISE**

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 EH Nursing & Midwifery Domains of Practice Professional Framework

## 11. NOTE

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

### INCUMBENT STATEMENT

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

Qualifications:
<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>• Bachelor of Nursing or other recognised equivalent formal qualification in Australia</li><li>• Condition free registration with the Nursing and Midwifery Board of Australia (NMBA) via AHPRA</li><li>• Post Registration or Post Graduate qualification in Mental Health Nursing (Masters Level Preferred)</li><li>• Experience working in acute mental health</li><li>• Have excellent knowledge of best practice, recovery oriented care and trauma informed care in mental health nursing care</li><li>• Demonstrated leadership with the ability to inspire, influence and motivate staff and to contribute to and foster a positive learning culture</li><li>• Current Victorian drivers licence</li></ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Certificate IV in Workplace Training and Assessment or willingness to be supported to complete this training</li><li>• Expertise in providing clinical supervision and actively engaged in receiving personal clinical supervision.</li></ul>
Experience:
<ul style="list-style-type: none"><li>• Demonstrated clinical skills aligned with experience and scope of practice</li><li>• Demonstrated ability to deliver education and training within a practice development framework and philosophy</li><li>• Previous experience in a similar role or at senior clinical level</li><li>• Previous experience in design, delivery and evaluation of education programs (desirable)</li></ul>
Knowledge and Skills:
<ul style="list-style-type: none"><li>• Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, Nursing Midwifery Board of Australia, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.</li><li>• Awareness and understanding of National Standards and Accreditation Standards.</li><li>• High level communication, written and verbal, with demonstrated high level of inter personal skills with consumers, their families and all health care professionals.</li><li>• Commitment to ongoing professional development.</li><li>• Computer literacy and embracing of health technologies and informatics.</li></ul>
Personal Attributes:
<ul style="list-style-type: none"><li>• Exhibit behaviour which reflects the Eastern Health values and NMBA Codes and Standards.</li><li>• Promote and contribute to a supportive and engaged team environment.</li><li>• Committed to providing a safe environment for all.</li><li>• Respectful, collaborative and kind.</li></ul>

### Key Result Areas/Key Performance Indicators:

- Clinical Support Nurses are accountable for supporting and guiding evidence based knowledge translation into nursing/midwifery clinical practice at the point of service delivery.
- Demonstrated application of practice development philosophy within the designated clinical area
- Role model excellence in clinical practice
- Demonstrated collaboration and an active contribution across the EH Practice Development program and the operations of the health service
- Demonstrated collaboration with N/MUM's, preceptors and CNS to promote excellence in clinical standards and positive learning culture
- Demonstrated support and implementation, as delegated, of the Eastern Health quality and risk management framework as related to clinical practice development
- Evidence positive relations with the Eastern Health research program and external educational providers
- Support and participate in nursing lead research, clinical practice guideline & policy development and review, as appropriate
- Demonstrate the values of Eastern Health whilst working to fulfil the organizations mission and vision
- Provision of appropriate and timely communication to the Clinical Nurse Educator
- Provision of timely feedback to the 'student/novice' staff member, both in a formal and informal context
- Evaluate clinical support initiatives to enhance 'student/novice' clinical practice standards and patient outcomes
- Support staff to achieve core clinical competency compliance
- Collaborate with N/MUM's on strategies that mitigate clinical risk.
- Provide timely communication regarding educational opportunities within the local and external context.
- Maintain relevant documentation and data pertaining to the 'student/novice' within the relevant clinical program area

### Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)

## ATTACHMENT 2: NURSING & MIDWIFERY DOMAINS OF PRACTICE

The **Nursing Midwifery Domains of Practice** resource has been developed by the Eastern Health Nursing Midwifery Executive using the domains of nursing as identified by Ackerman et al. (1996)(1) and the National Common Health Capability Resource (2013). Its aim is to support the individual clinician by promoting common behaviours and skills which comprise and represent the complex role of nursing and midwifery.

There are five domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives; comprehensive patient care, support of systems, education, research and professional leadership. (See summary at Table 2)

Recognising that the level of skills acquisition will be dependent on nurses and midwives' specific roles and experience, the domains have been referenced to the 'novice to expert' skills acquisition model first developed by Dreyfus(2) and adapted for nursing by Benner.(3)

Behaviours are specified at five different levels, and reflect an increasing degree of autonomy, complexity, awareness and activity being performed.

Table 1: Summary of Behaviour Levels

Novice	Advanced Beginner	Competent	Proficient	Expert
Works within a <b>known and stable context</b> , consulting when abnormalities arise <b>before taking action</b>	Works within a <b>known and stable context</b> , consulting when abnormalities arise	Acts <b>independently in routine</b> situations within scope, and responds to <b>known dilemmas</b>	Acts independently in <b>complex situations</b> within scope, and responds to <b>unknown dilemmas</b>	<b>Provide vision and direction</b> and shape and implement strategies and initiatives that <b>enable others</b> to perform as required

Levels do not equate to roles or hierarchy within the workforce. Instead, the levels reflect what level of behavioural skill is required to achieve the desired care goals or outcomes in a given situation. Levels should be treated as cumulative, meaning that behavioural indicators at subsequent levels in the scale should be read in conjunction with the behaviours specified at any lower level.

Some levels may serve as an aspirational standard in some instances, rather than accurately reflecting behaviours of current practice. Where a gap exists between current and future practice behavioural skill requirements, there should be aspiration to meet the standard specified to enhance or effectively meet individual and community health needs.

Table 2: Domains of Practice

Domains of Practice				
Direct comprehensive care	Support of systems	Education	Research	Professional leadership
<ul style="list-style-type: none"> <li>• Patient history</li> <li>• Patient assessment</li> <li>• Perform and deliver care</li> <li>• Monitor &amp; Evaluate Care</li> </ul>	<ul style="list-style-type: none"> <li>• Planning for the Future</li> <li>• Safety and Quality</li> <li>• Recruitment &amp; Retention</li> </ul>	<ul style="list-style-type: none"> <li>• Education of patients &amp; families, relationship building</li> <li>• Own professional education</li> <li>• Professional education of others</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of research evidence relevant to area of practice</li> <li>• Involvement and dissemination of research</li> </ul>	<ul style="list-style-type: none"> <li>• Professional conduct</li> <li>• Accountability</li> </ul>