

Eastern Health

POSITION DESCRIPTION

Position Title:	Clinical Support Nurse
Award Classification:	Registered Nurse: Grade 3B (RN28)
Award / Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028
Position Reports to:	Clinical Nurse Educator – of designated clinical program Associate Director Learning and Teaching

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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 Clinical Support Nurse is situated within the clinical area and is responsible for providing direct clinical support and instruction to, and for mentoring graduate, students within educational programs or less experienced/novice staff to develop high quality clinical practice.

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 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.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Healthcare Excellence
<ul style="list-style-type: none">• Work collaboratively with designated department(s), 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.• Ensure effective and timely communication with Clinical Nurse Educator, clinical staff, N/MUM's, and patients.• Ensure personal compliance with relevant Acts, Agreements and Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct.• Ensure practice development initiatives are completed within the mandates of the position.• Work collaboratively with N/MUMs and Clinical Nurse Educators to implement strategy and recommendations following patient incidents in designated area.• Accept accountability for addressing clinical nursing/midwifery practices that are not consistent with policies, procedures and evidenced based research, when it pertains to the 'student/novice' staff member. Work collaboratively with N/MUMs and Clinical Nurse Educators in guiding and supporting the nursing workforce to achieve clinical practices consistent with policies, procedures and evidenced based research.• Uphold the Learning and Teaching philosophy and personal practice which ensures staff treat all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner.• Provide timely and effective communication with healthcare personnel to guide and achieve optimal patient/ performance outcomes.• Positively promote EH to potential future employees / students.
Leading in Learning
<ul style="list-style-type: none">• 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.• Role model professional behaviours, approachability and accessibility with all staff within the designated clinical area.• 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.• Provide clinical support that is;<ul style="list-style-type: none">○ Timely○ Aligned to ensure optimal clinical outcomes○ Flexible and adaptive to the 'learner'

<ul style="list-style-type: none"> ○ Founded within research evidence and evidence-based practice ○ Adheres to adult learning principles ○ Promote and foster reflective nursing/midwifery practice. <ul style="list-style-type: none"> • 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 • Collaborate to ensure all 'student/novice' staff within educational programs/courses receive timely and constructive informal feedback and active performance review and development plans. • Support communication and compliance of specific clinical competencies and directives that may be prescribed by the Eastern Health Nursing & Midwifery Executive. • 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.
Leading in research and innovation
<ul style="list-style-type: none"> • Promote a culture of continuous service improvement. • Via the Clinical Nurse Educator make recommendations to the relevant stakeholders to facilitate service/system improvements. • Be accountable for choosing and promoting sustainable options as applicable in clinical support modes. • 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. • Support organisational sustainable strategies within all relevant areas
A values Based, Safe Workplace
<ul style="list-style-type: none"> • Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. • Staff are required to take care of your 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. • Recognises and deters potential risk which may jeopardize your health, safety and wellbeing. • 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. • Identifies and reports all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls. • Complies with all State legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013. • Implements harm minimisation and risk assessment strategies for at-risk individuals. • Treats all employees of the organisation with respect and dignity and free of discrimination or harassment. • Complies with NMBA Code of Professional conduct and professional standards.
Quality
<ul style="list-style-type: none"> • 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 centred care.

Qualifications

- Registered Nurse with current National Nursing and Midwifery Board of Australia (NMBA) registration via AHPRA.
- Post Graduate clinical qualification relevant to the position (e.g. Specialist practice).
- Post Graduate qualification or further study in healthcare education (desirable)

Experience:

- Demonstrated ability to clinically practice within a practice development framework and philosophy.
- Demonstrated understanding of conflict resolution and negotiation skills.
- Critical thinking and problem solving ability.
- Excellent interpersonal and communication skills (both verbal and written).
- Demonstrated flexibility and initiative to work autonomously
- Computer literacy (proficient in the use of MS word, PowerPoint and Excel) and embracing of health technologies and informatics.
- Broad based knowledge of professional issues in nursing/midwifery
- 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.
- Awareness and understanding of National Standards and Accreditation Standards

Knowledge and Skills:

- Demonstrated ability to clinically practice within a practice development framework and philosophy.
- Demonstrated understanding of conflict resolution and negotiation skills.
- Critical thinking and problem solving ability.
- Excellent interpersonal and communication skills (both verbal and written).
- Demonstrated flexibility and initiative to work autonomously
- Computer literacy (proficient in the use of MS word, PowerPoint and Excel) and embracing of health technologies and informatics.
- Broad based knowledge of professional issues in nursing/midwifery
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- Awareness and understanding of National Standards and Accreditation Standards.

Personal Attributes:

- Exhibits behaviour which reflects the Eastern Health values and NMBA Codes and Standards.
- Promotes and contributes to a supportive and engaged team environment.
- Commitment to providing a safe environment for all.

- Commitment to ongoing professional development
- Respectful, collaborative and kind.

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

Eastern Health Values

These values represent and describe the very heart of our organisation and what we stand for – all employees are required to abide by the Eastern Health Values:

- ✓ Respect for All
- ✓ Safe Always
- ✓ Partnering in Care
- ✓ Learning & Improving Everyday

Prior to accepting any offer of employment, prospective employees will be required to undertake a National Criminal Check.

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. ATTACHMENTS

- Attachment 1 – EH Nursing & Midwifery Domains of Practice Professional Framework

10. 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 – 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 known and stable context , consulting when abnormalities arise before taking action	Works within a known and stable context , consulting when abnormalities arise	Acts independently in routine situations within scope, and responds to known dilemmas	Acts independently in complex situations within scope, and responds to unknown dilemmas	Provide vision and direction and shape and implement strategies and initiatives that enable others 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 <ul style="list-style-type: none"> • Patient history • Patient assessment • Perform and deliver care • Monitor & Evaluate Care 	Support of systems <ul style="list-style-type: none"> • Planning for the Future Safety and Quality • Recruitment & Retention 	Education <ul style="list-style-type: none"> • Education of patients & families, relationship building • Own professional education • Professional education of others 	Research <ul style="list-style-type: none"> • Knowledge of research evidence relevant to area of practice • Involvement and dissemination of research 	Professional leadership <ul style="list-style-type: none"> • Professional conduct • Accountability

