

POSITION DESCRIPTION

Position Title: Clinical Nurse Consultant – Community Rapid Triage Team (CRTT)

Award Classification: Registered Nurse

Award / Agreement Name:

Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028

Position reports to:

Operational: Manager (Community Rehabilitation Program), Rapid Follow Up & Readmission Prevention, Care@Home and Acute Specialist Clinics

Professional: Professionally responsible to Director of Nursing, Care@Home and Acute Specialist Clinics

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 state-wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Clinical Nurse Consultant will be a clinical expert in the area of expertise with significant experience in leading and integrating teams.

The Rapid Triage Team clinician will provide rapid triage, assessment, goal setting and discharge planning for clients referred to CRP from EH Acute and Subacute wards. A Senior Clinician will recognise the deteriorating patient and escalate to medical staff for management to prevent avoidable readmissions to hospital. Partake in holistic discharge planning following inpatient stay, including liaising with community nursing, Post-Acute Care, HARP co-ordinators and allied health. The Senior Clinician will work with the line Manager and other senior professionals to guide the operational and professional performance of the Allied Health Teams and ensure key performance indicators and targets are achieved. This role will also involve promoting, developing and evaluating the service to ensure consistency with the missions and values of Eastern Health

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Clinical Skills

Possesses and consistently applies specialist current clinical/ management knowledge and skills and applies this to lead and develop individuals and teams in clinical practice.

Indicators

- Demonstrates clinical expertise with a consulting role to both internal and external customers.
- Demonstrates clinical expertise through knowledge of research, new developments and evidence-based practice in relevant area of specialisation/ program and related areas and the capacity to implement these in the service.
- Initiates and promotes innovative clinical service delivery/ practice.
- Supports and coordinates the clinical team to provide timely, well organised services.
- Demonstrates ability to understand and apply human resources policies in management of staff.
- Understands Eastern Health policies and legislative requirements which impact on wider clinical issues and practices.
- Acts as a role model for staff in promoting professional values and ethics in clinical practice.
- Facilitates and supports change management in a positive and supportive environment.

Communication

Possesses exhibits excellent interpersonal and significant communication skills and the ability to negotiate and consult widely at all levels.

Indicators

- Demonstrates advanced verbal and written communication skills in all professional domains of practice.
- Demonstrates the capacity to liaise with internal and external peers, stakeholders and clients.
- Demonstrates proven ability to negotiate conflict resolution.
- Demonstrates timely dissemination of information to and from the team and higher management bodies.
- Promotes effective communication and relationships with allied health.
- Manages complaints in a timely and effective manner, including liaison and work with seniors and managers to reflect upon complaints and implement changes in practice where necessary.

Organisational Skills

Provides leadership and innovation in organisational and time management skills.

Indicators

- Manages and provides assistance to others in prioritisation and completion of tasks such as timely response to referrals and completion of necessary statistics.
- Ability to organise staffing, programs and special projects, as delegated.
- Demonstrates ability to understand and apply human resources policies in management of staff.
- Assists in organising/leading recruitment, staff orientation and mandatory training as required/ delegated.
- Assists in monitoring and reflecting on program specific key performance indicators.

Organisational Knowledge / Development

Possesses a clear understanding of the factors affecting healthcare, and applies this knowledge to lead activities and projects which deliver improved services and health outcomes at a campus and Eastern Health level.

Indicators

- Demonstrates a capacity and willingness to deputise for the department / program manager as an active participant in succession planning.
- Demonstrates a capacity to facilitate the strategic direction of Eastern Health, reflecting a clear understanding of the key issues within the public health system.
- Contributes to and demonstrates accountability in the development of the individual department, program/ stream, campus and Eastern Health Operation and Improvement Plans.
- Actively contributes to preparation for and achievement of Accreditation Standards.
- Identifies and implements quality initiatives, leads team, program, campus multidisciplinary, department and Eastern Health quality activities.
- Fosters leadership in other staff by facilitating their participation in quality activities and other initiatives.
- Develops and reviews discipline specific and multidisciplinary policies and procedures and encourages participation of other staff in this process.
- Applies Eastern Health policies and clinical procedures / guidelines in practice and instill the same principles in others.
- Demonstrates an understanding of financial policies or willingness to learn.

Professional Development and Supervision

Demonstrates a capacity to apply and integrate knowledge from higher level studies into the development and implementation of practice and program initiatives.

Indicators

- Integrates strategic direction with knowledge of gap analysis to plan and implement relevant internal and external professional development activities.
- Acts as a role model in demonstrating a strong commitment to professional development across the department / program, in order to ensure currency of integrated clinical knowledge.
- Leads and implements a learning culture within the professional department.
- Initiates opportunity for, as well as instills in others, participation in the evaluation of clinical practice.
- Undertakes and ensures the participation of others in a formal supervision process, including annual performance appraisals and a framework for regular structured supervision/mentoring sessions for staff.
- Liaises and seeks supervision from line manager with respect to both department / program strategic direction.
- Liaises and seeks supervision from line manager with respect to own performance management / expectations.
- Oversees the supervision structure for clinicians including liaison and assistance from professional leads.
- Develops clinical competency within the stream/program
- Ensures professional competencies for staff are up to date
- Work with seniors and managers to ensure succession planning for staff is completed.

Teaching and Research

Initiates, leads and supports other staff in teaching, training and research programs.

Indicators

- Demonstrates an ability to initiate, implement and evaluate research and encourages staff to participate in research and quality projects.
- Promotes an organisational commitment to research and significant quality activities.
- Demonstrates leadership of undergraduate student programs and training.
- Promotes research via publication or presentation at Allied Health forums and encourages other staff to do so.
- Maintains strong links with Eastern Health Professorial staff / units.
- Develops collaborative links with significant teaching organizations and professional bodies in order to facilitate and promote post graduate and undergraduate learning opportunities.
- Demonstrates strong mentoring skills within the multidisciplinary Allied Health team.
- Identify potential for research/quality improvement projects through gap analysis, reflection on evidence based practice and benchmarking.
- Develop strong links with EH research leaders in order to develop research skills and interest in staff members.
- Facilitates education and promotes a culture of evidence-based practice and ongoing professional development within the team.
- Participates and actively encourages ongoing development in (stream/area).

Professional Leadership

Demonstrates strong leadership abilities by representation of a campus department or program as well as representation of Eastern Health.

Indicators

- Demonstrates a strong leadership role in one's department / program.
- Demonstrate leadership in staff meetings via identification of relevant issues providing a forum for open communication.
- Displays strong leadership of Allied Health &/or individual discipline as part of working parties, committees and internal / external forums.
- Initiates and promotes innovative service delivery
- Initiates and leads working parties at an Eastern Health level.
- Recognizes and facilitates the process of change within the department / program.
- Acts as a role model for staff within the discipline specific Professional Leadership Groups.
- Liaises with senior seniors across sites and programs to ensure consistency and continuity of services.
- Develops strong links with the key stakeholders to ensure streamlined service delivery.
- Is a member of, or has involvement with, Eastern Health discipline specific Professional Leadership Groups and participates in projects on behalf of these.

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 Compensations (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 centred 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 Key Performance Indicator
- Attachment 3 Nursing & Midwifery Domains of Practice (for nursing only)

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.

Signed: _____

Date: ____/____/____

Manager (Community Rehabilitation Program) Rapid Follow Up & Readmission Prevention, Care@Home and Acute Specialist Clinics

INCUMBENT STATEMENT

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

Signed: _____

Date: ____/____/____

ATTACHMENT 1
KEY SELECTION CRITERIA

| | |
|--------------------------------|--|
| Position Title: | Clinical Nurse Consultant – Community Rapid Triage Team (CRTT) |
| Award Classification: | Registered Nurse |
| Award / Agreement Name: | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028 |
| Current Effective Date: | February 2025 |
| Next Review Date: | February 2026 |
| Reports to: | Operational: Manager (Community Rehabilitation Program) Rapid Follow Up & Readmission Prevention, Rapid Follow Up & Readmission Prevention, Care@Home Professional: Professionally responsible to Director of Nursing, Care@Home and Acute Specialist Clinics |

Essential

- Recognised tertiary qualification in relevant discipline.
- Current registration with AHPRA
- Eligibility for Membership of Professional Association.
- Relevant post graduate qualifications, or commencement thereof
- Relevant clinical and leadership experience.
- Extensive clinical experience and/or post-graduate qualifications in the appropriate specialised field e.g. musculoskeletal, neurology, gerontology, management, or progression towards these with a commitment to their completion.
- Experience in supervision of staff and students.
- Experience in leadership of staff, including professional development and supervision.
- Experience in clinical education of staff and students.
- Excellent team integration skills.
- Sound knowledge of community organisations and networks.
- Victorian drivers licence

Desirable

- Membership of Australian Physiotherapy Association(s) and other professional bodies within field of practice.
- At least 7 years of experience within the Physiotherapy profession.
- Leadership / participation in significant clinical research & international / national publications and conference presentations.

ATTACHMENT 2

Key Performance Indicators

| | |
|--------------------------------|--|
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Key Performance Indicators for the CRP Rapid F2F Triage Team

- Assist with rapid triage, assessment, goal setting and discharge planning for clients referred to CRP from EH Acute and Subacute wards.
- Recognising the deteriorating patient and escalating to medical staff and management to prevent avoidable readmissions
- Holistic discharge planning following inpatient stay, including liaising with community nursing, Post-Acute Care, Hospital Admission Risk Program (HARP) Co-ordinators, Gem@Home and other allied health staff.
- Liaise with CRP allied health staff, medical staff and other stakeholders to develop a plan of care tailored to meet the need of individual patients which addresses relevant clinical needs
- Liaising with other health care workers to ensure continuum of and quality of care
- Refer onto appropriate community services once deemed safe at home especially CRP when ready for rehabilitation phase
- Knowledge of hospital policies and protocols, ensuring best practice, and providing a resource to other stakeholders e.g. EPC, HARP, HITH GP's. Complete documentation requirements in accordance with guidelines, including consent to receiving services, and Home Risk assessment
- Monitoring and evaluating the effectiveness and efficiency of patient care by observing and assessing patients and evaluating patient outcomes
- Engage and provide education to support patients, families and staff
- Ensure patients and consumers receive high quality services and continuity of care and that agreed nursing and clinical standards, clinical outcomes, risk management approaches and accreditation requirements are achieved.
- Foster and actively participate in collaborative working relationships, peer relations and professional behaviours to ensure effective communication between Rapid Triage and CRP as a multidisciplinary team and operates integrally within Eastern Health.
- Completion of follow up coordination of post discharge plans for care, liaising effectively with internal and external stakeholders as required

ATTACHMENT 3 – 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 | Support of systems | Education | Research | Professional leadership |
| <ul style="list-style-type: none"> • Patient history • Patient assessment • Perform and deliver care • Monitor & Evaluate Care | <ul style="list-style-type: none"> • Planning for the Future • Safety and Quality • Recruitment & Retention | <ul style="list-style-type: none"> • Education of patients & families, relationship building • Own professional education • Professional education of others | <ul style="list-style-type: none"> • Knowledge of research evidence relevant to area of practice • Involvement and dissemination of research | <ul style="list-style-type: none"> • Professional conduct • Accountability |