

Clinical Nurse- Palliative Care Program



Position Description

Position Title	Clinical Nurse – Palliative Care Program
Division / Branch:	Home Support Services (HSS)
Directly Reports To:	Program Lead
Performance Appraisal:	Program Lead

Organisational Overview

Home Support Services (HSS) is a professional health care provider specialising in providing health care services in the comfort of the consumers own home. We strive to be a leader in home health care, through the use of continuous quality improvement processes to ensure the best possible services. We expect that all staff will contribute to the achievement of the organisation's goals within a friendly, co-operative team environment.

HSS is currently the only community nursing service in Australia that has been awarded National Standards Accreditation with Quality Innovation Performance Limited (QIP).

Position Purpose

This is a Newley developed role that will draw on your extensive experience as a palliative care registered nurse (RN) to be the clinical lead in providing palliative care within the community, it will allow you be a pillar in transforming HSS into the largest virtual hospital in Australia.

As a specialist and highly skilled palliative RN you will be responsible for providing patient centered, evidence-based specialist services for patients with palliative and end of life care, Including liaising and supporting the patients support network during end of life care, which may include recommending and referring to multi-disciplinary teams and organisation as required to provide total holistic care.

Reporting directly to the Clinical Services Manager and working autonomous in your practice but as a part of the wider team engaging internal and external stakeholders in the ensuring person centred palliative care is achieved

Key Accountabilities

Palliative Clinical Practice

- Professionally and legally accountable and responsible for all aspects of patient management as autonomous practitioner
- Responsible for all areas of palliative care within Melbourne (30km of CBD), assess, implement, evaluate and document comprehensive nursing care within the area in accordance with best practice.
- Monitoring the patient and support networks, continuously assessing and modifying care plans as required to ensure quality, safe and best practices are being upheld during end of life care.
- Triage patients appropriate for transfer to the Palliative Care program
- Assess, plan, implement, evaluate and document comprehensive nursing care within the area in accordance with best practice.
- Conduct a comprehensive holistic assessment of the clients care needs, identify any physical or psychological concerns and in conjunction with the clients and/or family/carers develop a plan of care that reflects the clients wishes for end of life. Coordinates the response for any escalations of care and crisis intervention.
- Participate actively in discharge planning for palliative care patients
- Liaise with and facilitate referral of patients to community palliative care services

	<ul style="list-style-type: none"> • Prioritisation of patient care in consultation with treating units in regard to specialist palliative care provision • Consultation and support with treating providers/stakeholders regarding all aspects of specialist palliative care, including specialist knowledge of support needs of patients, families and carers. Symptom management needs of palliative patients. Support and advocacy in discussions regarding treatment choices in potentially life-threatening situations. • Engaging in Multi-disciplinary meetings as required to advocate and represent the patient • Delivers and focuses on quality, safe and best practices throughout patient care and management • Organise the provision of appropriate medical, nursing, allied health or support care in the home; • Providing clinical expertise specialist advise and support the growth of the palliative knowledge and experience at HSS through providing education and training as well as ongoing support to all teams and disciplines
Patient Management	<ul style="list-style-type: none"> • Accept and process patient/client referrals appropriately in accordance with Key performance Indicators. • Prioritises patient needs based on severity and urgency while ensuring referrals are coordinated by the most appropriately skilled coordinator for the individual patient/client needs; • Assess the client’s existing formal and informal support systems; • Consistently and accurately document interventions and rationale for decisions in the client information system; • Act as patient/client advocate; identify and develop new community resources; assist with problem solving; • Maintain accurate patient/client records; • Always maintain patient/client confidentiality ; • Perform related duties and responsibilities as required
Quality Assurance, Continuous improvement and Clinical Compliance	<ul style="list-style-type: none"> • Ensure compliance according to practices within the philosophy and intent described in the current version of relevant discipline and industry codes, competencies, standards and Acts. • Maintains staff and Consumer confidentiality according to professional standards. • Complies with HSS confidentiality, security and information policies and procedures. • Ensures registration and educational requirements are kept up to date and current with professional registration body (AHPRA). • Actively involved in accreditation of HSS through all accredited auditing bodies. • Actively assisting in the development and participation in programs, initiatives and organisation of employees to achieve specific accreditation goals. • Ensures safe practice and compliance with HSS workplace health and safety processes and procedures, including incident reporting. • Contributes to workplace health and safety risk identification and mitigation. • Understands responsibilities to self and others in accordance with industry directive and guidelines, Occupational Health and Safety legislation and Home Support Services policies and procedures and acts accordingly. • Universal precautions and infection control practices. • using clinical expertise and experiences to make recommendations for development and continuous service improvement.
Operational excellence and continuous improvement	<ul style="list-style-type: none"> • Records and processes clinical and administrative information in an accurate and timely manner. • Ensures data collection is maintained and accurate for area. Ensures education and learning with company IT systems and processes are up-to-date. • Actively participates in initiatives and processes of quality improvement. • Actively participates in People and Culture initiatives that are designed to improve team performance.
Leadership and Stakeholder Management	<ul style="list-style-type: none"> • Supports clinical team, and acts as role model; • Works in accordance with HSS Mission and Goals • Promotes HSS in the Community Health Care Sector • Participates in day to day office management; • Liaises with hospitals, doctors, referring organisations and brokered agencies to promote HSS and facilitate services to Consumers/clients. • Use of educational opportunities to promote palliative care

	<ul style="list-style-type: none"> • Working cohesively with the liaison team to build relationships with Multi-disciplinary teams and organisations to ensure growth of the palliative program • Act as a palliative care resource for staff and participate in teaching or facilitating with planned education sessions across HSS • Work collaboratively with medical, nursing and allied health teams and participate in teaching both in a formal and informal capacity as requested or required
CPD and Resource development	<ul style="list-style-type: none"> • Participates in staff orientation, education, emergency procedure updates and appraisal programs. • Develops and maintains professional competence by self education and by participation in relevant external education courses, and by participation in HSS workshops. • Participates in mandatory skill competencies training provided by Home Support Services.
Stakeholder Management	<ul style="list-style-type: none"> • Establish and maintain effective professional working relationships with those contacted in the course of work, including service representatives, Consumers, stakeholders and the general public. • Members of the Community health care team, Case Coordinators, Non-Clinical Coordinators, Liaison, Head of Clinical Services External stakeholders

Mandatory role requirements

Mandatory Professional Registration, Qualifications	Professional Registration, Qualifications and Mandatory role requirements <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Degree: Bachelor of Nursing <input type="checkbox"/> Diploma/Certificate <input type="checkbox"/> Post Graduate Degree (Desirable) <input type="checkbox"/> Other (please specify) 	
Essential Experience	<ul style="list-style-type: none"> • Minimum 5 years post registration experience in palliative care or a combination of palliative care/other relevant specialty. • Clinical knowledge, skills and experience in acute care nursing practice. • Ability to appropriately triage patients for transfer to palliative care unit and referral to community palliative care service • Minimum of two clinical references who can confirm performance in the scope of practice within the last 12 months 	
Background Screening/Checks	South Australia Victoria, NSW Queensland	Department of Human Services: <i>Working With Children Check (WWCC)</i> ; or <i>Statutory Declaration</i> (if WWCC has been submitted) <i>National Police Certificate</i> not dated more than 12 months old or <i>Fit2Work – National Police Screening</i>
Compliance, Regulations, Polices, Procedures, Guidelines and Legislation	<ul style="list-style-type: none"> • Current CPR/BLS Certificate • Current Drivers License; • Current Car Registration • Current Car Insurance • Completed Immunisation Declaration • Completion of HSS mandatory competency training • Completion of credentialing- inclusive of 100 points of ID • Provide a statement of service detailing clinical experience • Current unrestricted registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA) • Maintains and manages own Continuous Professional Development Portfolio in accordance with AHPRA standards - www.ahpra.gov.au/Registration/Registration-Standards/CPD.aspx 	

Desirable Skills

- Operational experience in palliative care service provision
- Relevant tertiary qualifications in Palliative Care (or working towards same)
- Experience providing hospital and/or community-based services to Consumers.
- Strong cultural sensitivity with high cross-cultural communication ability
- Demonstrably good judgment, problem solving and decision making in a fast-paced environment
- Strong customer service orientation and relationship management
- Quality Management
- Communicate clearly and concisely, both orally and in writing, and is respectful of a person's dignity, culture, values, beliefs and rights
- Provides support and directs people to resources to optimise health-related decisions
- Possess strong negotiation and conflict resolution skills.
- A high degree of technological ability
- Knowledge of patient management systems
- Analyse clinical data, reports and process improvements
- Ability to work within a team and autonomously
- Excellent interpersonal skills with the ability to work with stakeholders across all levels of the business to meet agreed outcomes and deliverables
- Demonstrated competence in delivering services that ensures that consumers are provided with safe/quality care.
- Demonstrated proactive approach to problem solving with a sound decision making capability
- Ability to be flexible with service delivery to support the consumers care needs.
- A forward thinker who actively seeks opportunities and proposes solutions.

