POSITION DESCRIPTION – The Alfred

DATE REVISED: March 2020

POSITION: Workforce and Development Lead

AWARD/AGREEMENT: Nursing

CLASSIFICATION TITLE: NM Level 1 (YW12)

DEPARTMENT/UNIT: Patient Service Centre

CLINICAL PROGRAM: Surgical Services

DIVISION: Operations

ACCOUNTABLE TO: Manager, Patient Service Centre

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do.
- Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we barest new standards for tomorrow
- We work together. We all play vital roles in a team that achieves extraordinary results
- We share ideas and demonstrate behaviours that inspire others to follow
DEPARTMENT

The PSC sits within the Surgical Services Program of Alfred Health. This program delivers the majority of surgical services across all Alfred Health sites. Surgical Services consists of seventeen surgical units, anaesthesia and perioperative medicine, operating suite service, two elective surgical inpatient wards, a medical day unit, day of surgery admissions, day surgery and endoscopy service.

The PSC oversees the elective surgery waiting list, medical elective waiting list and preadmission clinic. This is across both The Alfred and Sandringham Hospital.

POSITION SUMMARY

The Workforce and Development Lead is a member of the leadership team of the department and reflects the values of the Nursing Division by working closely with the Nurse Manager to: exemplify and promote excellence in practice; and work collaboratively with multidisciplinary colleagues in supporting the coordination, management and evaluation of the care of a specific patient population. The Workforce and Development Lead is a recognised resource for all staff to assist in achieving best practice to ensure optimal outcomes for patients. The Workforce and Development Lead serves as a role model for professional practice by integrating the components of a professional role: clinical practice, consultation, collaboration, leadership, education, research evaluation and quality improvement.

DUTIES AND RESPONSIBILITIES

1. Leadership and Management
   - Perform in the Nurse Manager role in their absence
   - Work closely with the Elective Admissions and Scheduling coordinator
   - Work closely with the Nurse Manager to maintain roster, annual leave planner, ADO's, excess leave and KRONOS
   - Assist Nurse Manager with recruitment and professional development of staff
   - Assist Nurse Manager with Human Resource matters
   - Actively participates in the unit performance management system with regular formal and informal coaching and feedback
   - Conduct and evaluate required departmental monitoring and review of performance against key KPI’s for elective surgery
   - Conduct mandatory Government auditing and implement required changes
   - Be responsible for the orientation of new staff to the Patient Service Centre
   - Be responsible, in collaboration with the Nurse Manager, for the management of return to work plans for Maternity Leave and Long Service Leave
   - Assist the Nurse Manager and Elective Admissions coordinator to implement initiatives relating to patient access and preparation to elective surgery. This includes, waiting list management of the elective surgery waiting list, scheduling of patients for appointments and theatre listing.
2. **Exemplifies and promotes excellence in nursing practice**
   - Demonstrates excellence in clinical nursing practice
   - Acts as a role model that is consistent with the values, standards and policies of the Nursing Division
   - Assists nursing staff in the assessment, planning, implementation and evaluation of nursing care
   - Facilitates multidisciplinary team discussions so that an optimum plan of care is developed
   - Utilises practice opportunities to lead clinical learning activities for others
   - Work closely with the Nurse Manager to identify opportunities for the development of nursing practice.

3. **Promotes continuous learning and inquiry to improve practice**
   - Fosters a culture of reflective practice, for example, by creating learning opportunities that assist staff in identifying and challenging assumptions
   - Facilitates nurses to:
     - Link theory and practice, for example, critical analysis of patient case scenarios using a problem based approach
     - Identify and utilise available resources to support their learning and development
     - Develops and implements formal and informal educational programs relevant to staff needs, including orientation and in-service program
     - Develops educational materials to facilitate learning for patients, carers and staff.

4. **Actively participates in developing programs and strategies to monitor the quality of nursing care and patient outcomes**
   - Participates in the development of innovative practices to improve the quality of health care delivery
   - Evaluates current practices in the clinical area, for example, participating in clinical audits and other quality activities
   - Ensures nursing practice is based on the best available evidence, for example, by developing and reviewing evidence based nursing clinical guidelines.
   - Assist in the required departmental audits to assist with achieving Elective Surgery targets

5. **Demonstrates leadership and influences nursing staff to provide optimal care to patients and families**
   - Communicates and models the values of the organization and the Nursing Division
   - Demonstrates leadership qualities and behaviours such as vision, openness, flexibility and integrity
   - Builds effective relationships with staff and colleagues to achieve best practice to ensure optimal outcomes for patients
   - Anticipates change, recognizes implications of change and provides leadership for the change process
   - Participates on committees, taskforces, interdisciplinary and interdepartmental forums concerned with patient care and nursing practice
   - Commits to on-going professional development, for example participating in relevant professional groups, organisations or activities
   - Pursues a continuing program of self-development in order to maintain, strengthen and broaden own concepts, philosophy and abilities.
QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

KEY CAPABILITIES

- Advanced clinical knowledge and skill in practice area
- Critical thinking skills
- Open, flexible, innovative and creative
- Strong interpersonal and communication skills
- Commitment to the nursing care delivery system
- Commitment to research process and application to practice

QUALIFICATIONS/EXPERIENCE REQUIRED

- Current Registered Nurse Registration with Nursing and Midwifery Board of Australia via AHPRA.
- Extensive relevant clinical experience in acute care nursing and in a clinical leadership role.
- Holding or working toward a tertiary qualification.

Position Description authorised by: C. Plunkett

Date: 02/03/2020