POSITION DESCRIPTION – Alfred Health/The Alfred/Caulfield Hospital/Sandringham Hospital

POSITION: Clinical Support Nurse

AWARD/AGREEMENT: Nurses and Midwives (Victorian Public Health Sector)

CLASSIFICATION TITLE: Clinical Support Nurse (YW11-YW12)

DEPARTMENT/UNIT: Nurse Pool

DIVISION: Nursing Services

ACCOUNTABLE TO: Nurse Pool Manager

WORKS IN COLLABORATION WITH: Nursing Education Lead / Nurse Educators / Coordinators / Nurse Unit Managers / Clinical Support and Development Nurses / Clinical Service Directors / Registered Nurses / Enrolled Nurses / Medicine / Allied Health

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 Hospital 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 measure we work to everyday. Through research and education, we set 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 Nursing Allocation office, based at The Alfred, and provides supplementary staff to both Alfred and Sandringham sites when required due to increase service demand or shortfall in staffing requirements. The service provides advanced and just in time bookings.

The unit works in collaboration with Caulfield Hospital allocation unit to provide the overall service for Alfred Health.
Staff that are provided from this service includes General, psychiatric nurse and enrolled nurses, RUSON’s, AIN’s, clerical staff and patient attendants. The staff can be provided via various contractual arrangements including permanent part time (Pool), Casual (Bank) or Contractual (Agency). The service also provides a variety of workforce reports and assists in various workforce strategies across the health service.

POSITION SUMMARY

The role of the Clinical Support Nurse (CSN) is to support the transition of supplementary staff to the clinical environment and support clinical learning in a practical and applied way. The role may include the development of innovative practices to improve the quality of health delivery, assisting with planning, implementing and evaluating care and practices as required. The CSN will reflect the values of the Nursing Services by exemplifying and promoting excellence in practice.

KEY DUTIES AND RESPONSIBILITIES

- Provide direct clinical support, instruction and supervision to the supplementary staff working in Nurse Pool and Nurse Bank
- Liaise with the ward leadership groups (particularly Nurse Educators, Nurse Managers and Clinical Support and Development Nurses) as required
- Foster workforce learning and culture in which competencies are maintained and improved consistent with current nursing knowledge and research
- Maintain safe working practices and a safe working environment
- Perform the duties of the position efficiently and to the standards of the department
- Assume responsibility as a self-directed professional for continuing education
- Identify needs or seek direction in identification of needs to maintain expertise and currency with health care trends and nursing practices
- Other activities as delegated by the Director, Nursing Workforce and Manager Nurse Pool.
- Participate when necessary in new staff member performance assessment and review processes including providing support according to individualised performance development plans
- Foster workforce learning and a culture in which patient centered practices are maintained and improved consistent with current nursing knowledge and research
- Facilitates the ongoing clinical development of others through orientation and education

KEY CAPABILITIES

Demonstrated leadership skills including:
- Proven experience in an education role/s
- Extensive clinical knowledge in a variety of nursing specialties
- Strong interpersonal and communication skills
- Previous acute nursing experience in a large health organisation
- Ability to review, modify & create education packages for Pool nurses
- An approachable team player with a strong customer service focus
- Flexibility to work across a range of shifts and campuses
- Ability to assess and support staff clinically
- Partake in annual Performance Management Portfolio's
- Assist in staff retention and recruitment
- Ability to work with & provide direction to allocation staff
- Ability to negotiate staff clinical needs with Nurse Educators, Nurse Managers and Clinical Support and Development Nurses as required
- Ability to perform in the Nurse Pool Manager role in their absence
- Functions in accordance with legislation, policies and procedures affecting practice and health care
• Participates in ongoing professional development. Develops and maintains networks to contribute to own development and the achievement of departmental objectives
• Provides effective leadership and management of orientation, clinical supervision, conflict management and performance management
• Is committed to promoting and developing the capability of nurses and works with local ward teams to do so

In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

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:
• Provide all nurses; including early graduate nurses, undergraduate nursing students and Alfred Health Staff with appropriate supervision, training and instruction in accordance with Alfred Health policies
• 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

QUALIFICATIONS/EXPERIENCE REQUIRED
• Registered Nurse, (APHRA) Nurses Board of Australia
• Commitment to the principles of quality management and evidence based practice in nursing
• Post Graduate Education qualification or evidence that this is being undertaken
• Minimum of 6 months recent experience supervising nurses in acute clinical areas
• Current and satisfactory Police Check
• Current and satisfactory Working With Children Check
• Demonstrated strong interpersonal and communication skills
• Evidence of completion of all mandatory training requirements of current organisation
DESIRED BUT NOT ESSENTIAL QUALIFICATIONS/EXPERIENCE

- Experience in working with an electronic medical record
- Experience in implementing education programs
- Project management experience

Position Description authorised by: Director of Nursing Workforce

Date: March 2021