POSITION DESCRIPTION – Alfred Health

DATE: 10 March 2021

POSITION: Clinical Nurse Consultant – Continence (Outpatients and Community)

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

CLASSIFICATION TITLE: RN Grade 4B Clinical Consultant B

DEPARTMENT / DIVISION: Alfred Health Continence Service

PROGRAM: Home, Acute and Community (HAC)

DIVISION: Operations

ACCOUNTABLE TO: Continence Service Manager

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 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 Alfred Health Continence Service (AHCS) is a specialist multidisciplinary clinical service within the Home, Acute and Community program of Alfred Health. It was commenced in 1996 with the view to serve the communities of the inner south east Melbourne. It provides comprehensive assessment and management of bowel, bladder, and pelvic floor dysfunction in adults. It also provides specialised investigations including bladder ultrasound, uroflowmetry and video urodynamics. It has a community focus with services provided through outpatient clinics and community visits in the local government areas of Port Phillip, Glen Eira and Stonnington. The AHCS also provides support to the inpatients of Caulfield Hospital.

Team Members:
• Continence Consultant / Continence Service Manager
• Continence/Pelvic Floor Physiotherapists
• Continence Nurse Consultants / Nurse Continence Specialists
• Office Administrators
• Continence Physicians / Geriatricians
• Clinical Psychologist
• Urologist

POSITION SUMMARY
The Continence Nurse Consultant – Continence (CNC) will:
• Provide continence assessment, management and advice to clients referred to the AHCS through outpatient clinics and home-based visits
• Develop individualised continence management plans based on best practice in collaboration with clients (and/or caregivers)
• Monitor and evaluate client outcomes to ensure service delivery reflects community expectations and best meets the needs of the clients
• Promote excellence in clinical practice and ensure good practice is consistently reflected in the provision of nursing care
• Maintain guidelines, local guidelines and administration processes relevant to the AHCS and associated Alfred Health practices in the hospital in consultation with the continence service team
• Ensure that services provided meet the needs and preferences of clients, their families and carers by implementation of quality improvement activities which evaluate the care provided.

The Continence Nurse Consultant – Continence (CNC) attends:
• AHCS team meetings and AHCS case conference review meetings as able
• Bayside Urology Continence Clinic (BUCC) video urodynamics and case review meetings as able
• Other meetings as requested and where specialist knowledge on the issues of continence is required
• Other meetings as needed and requested where representation for the AHCS is required

The Continence Nurse Consultant – Continence (CNC) liaises with:
• Relevant community services providing healthcare and support to individuals living in the community and who require specialist assistance in the area of bladder and bowel control issues
• Continence Foundation of Australia to obtain support and maintain national and international standards regarding continence issues
• Other Continence Services both in the Metropolitan area of Melbourne and regionally
• Product distributors and their representatives
KEY RESPONSIBILITIES

Professional and Ethical Practice
- Follows the Nursing and Midwifery Board of Australia (NMBA) - Code of Conduct and the International Council of Nurses – Code of Ethics for Nurses
- Follows the NMBA - Registered Nurse Standards for Practice
- Maintains client confidentiality at all times
- Recognise own ability and level of professional competence
- Ensure nursing practice is in accordance with legislation and common law
- Demonstrates a positive attitude to the agreed role and responsibility of the position
- Demonstrates ability to understand and integrate those behaviours which reflect the vision, mission and values of Alfred Health
- Respects diversity and acts to protect the rights of patients

Service Delivery
- Conducts comprehensive continence assessments of referred clients
- Ensures that clinical practice is congruent with Continence Nurses Society Australia Practice Standards for Nurse Continence Specialists (2017)
- Identifies and implements high quality individualised continence management strategies based on best practice
- Applies knowledge and skills in relation to assessment and management of bladder and bowel dysfunction in a variety of settings eg outpatients, community and residential care settings plus inpatients as required
- Conducts routine investigations for bladder and bowel dysfunction as appropriate (eg vaginal/rectal examination, urinalysis, flowmetry, bladder scanning and urodynamics)
- Ensures that discharged clients are referred to adequate follow-up therapy as appropriate
- Develops and conducts continence education programs and facilitates community promotion
- Works with the AHCS team members to facilitate continence promotion within Alfred Health and in the general community
- Act as a resource for AHCS staff and Caulfield Hospital staff regarding assessment and management of bladder and bowel dysfunction
- Assists with urodynamic procedures as required
- Assists and educates clients (and/or their caregivers) about the availability of resources and supports
- Develops and implements strategies to enable clients and/or carers to effectively manage catheters, particularly intermittent catheterisation
- Adheres to infection control policies and procedures

Occupational Health and Safety
- Is actively involved in matters relating to Occupational Health and Safety
- Participates in relevant safety training
- Adheres to Occupational Health and Safety policies and procedures
- Seeks clarification on safety matters where uncertain
- Ensures the use of protective clothing and/or equipment as per policy

Infection Control
- Adheres to infection control policies and procedures.

Professional Development
- Maintains and updates own professional development to ensure safe and contemporary practice
- Maintains links with peak bodies such as Continence Foundation of Australia, Product distributors and their representatives and Continence Nurses Society Australia as appropriate

Continuous Improvement and Quality
- Participates in the Quality Business Improvement Plan (QBIP) for the AHCS to provide an effective quality conscious, client focused service
- Participates in quality improvement activities in which client outcomes and program outcomes are regularly evaluated
- Contributes to the development, implementation and review of relevant guidelines, local guidelines and administration processes to promote excellence in continence assessment, management, care and promotion
- Identifies research opportunities
• Assists in submissions for research projects
• Participates in the implementation of research projects
• Collects, analyses and reports on relevant data for statistical purposes and research projects
• Engages in performance management processes in line with divisional and organisational policies and processes

Communication
• Establishes and maintains positive relationships with key external and internal stakeholders
• Builds relationships with colleagues to facilitate interdisciplinary planning and the development of programs aimed at meeting and/or improving client care outcomes
• Regularly is involved in audits of the AHCS performance
• Comprehensively documents continence assessments, management plans, interventions and outcomes
• Implements a customer/client focussed approach to service delivery and involves consumers, wherever possible, in the development of care processes, client education, client literature etc
• Actively works on ways to foster teamwork and information sharing amongst all disciplines within AHCS

Management
• Ensures appropriate and cost effective use of continence equipment and products
• Participates in all meetings relevant to the position
• Maintains clinical supplies in a cost effective manner for the AHCS
• Ensures efficient and effective use of time, planning and managing own workload

Administration Information Reporting
• Ensures that accurate records of client interventions are maintained in client medical records
• Maintains accurate statistical systems to collect and collate service provision data for reporting as required
• Regularly reports to the Continence Service Manager on the strategic issues affecting achievement of objectives
• Communicates in a timely manner to the other relevant staff (medical, nursing, allied health, administrative etc) on all appropriate matters

KEY CAPABILITIES
• Advanced clinical continence assessment and management skills
• Advanced knowledge of bladder and bowel dysfunction and catheter related issues
• Capacity to work independently and facilitate a collaborative culture
• Ability to communicate effectively both written and verbal
• Ability to participate effectively in a multi-disciplinary team
• Ability to problem solve
• Exceptional organisational and time management skills
• Ability to determine workload priorities and allocate resources effectively
• A positive approach to ongoing self-education and skill development
• Advocates for clients to achieve optimal treatment outcomes
• Ensures that dignity, discretion and privacy are maintained for clients referred to the AHCS
• Accommodates the processes of change
• Addresses issues of conflict professionally and logically in line with Alfred Health’s organisation’s guidelines and policies
• Demonstrated interpersonal and communication skills
• Committed to promoting a flexible and team-oriented approach

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.
• Maintain responsibility for supporting enterprise security

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF
• Provide junior staff, graduates, students working in the unit 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
Essential
• Current registration – Registered Nurse with the Nursing and Midwifery Board of Australia via the Australian Health Practitioner Regulation Agency
• Post Graduate qualifications in continence assessment and management
• Current Victorian driver licence

Desirable
• Post Graduate qualification and experience in a relevant nursing specialty e.g. aged care, community health, urological nursing
• Demonstrated commitment to continuing professional development.
• Current membership of the Continence Foundation of Australia and Continence Nurses Society Australia
• Extensive clinical practice in continence assessment, management, care and promotion
• Community nursing experience
• Experience in working autonomously with a multidisciplinary team

PERFORMANCE REVIEW
The performance of the Continence Nurse Consultant will be reviewed annually and will be measured by the extent to which agreed objectives and outcomes are met.
Objectives and required outcomes will be agreed in discussions between the Continence Service Manager with the Continence Nurse Consultant

POSITION DESCRIPTION AUTHORISED BY: Enrique Cruz, Continence Service Manager – HAC
DATE: 4 February 2008
REVISED: 10 March 2021