



Position Description Clinical Nurse Specialist – Palliative Care

Goulburn Valley Hospice Care Service Inc. (GV Hospice) is an autonomous incorporated community based palliative care service located in the City of Greater Shepparton. It was established in May 1989. GVHCS provides specialist palliative care primarily to patients in their homes. The service operates 24 hours a day, 7 days a week.

Our Vision is to *lead, promote and develop excellence in palliative care*. GV Hospice is committed to providing an inclusive culture where all employees can contribute to the delivery of exceptional palliative care in the community.

THE ORGANISATION

GVHCS is a specialist palliative care service providing support to patients, their carers and their families within the Greater Shepparton municipality. We are a non-for-profit organisation governed by a volunteer Committee of Management and employ approximately 20 employees across the following disciplines:

- Nursing – clinical and management
- Health Professionals; Counselling & Bereavement, Social Work, Quality Management and Coordinator of Volunteers
- Administration and Client Support Services
- Retail Sales and donation collection at the Opportunity Shop in Fryers Street

Our team works closely with a number of health care services, combining our knowledge and expertise, with a family centred approach. Through early planning and integration of care with other services, care improves the quality of life for the patient and the family.

THE POSITION

The Clinical Nurse Specialist (CNS) is committed to achieving the best possible quality of life, both for the person who has a life limiting illness and for their carers/ family and provide where possible care in the environment of the patient's choice. Initiate and assist with assessment, planning, implementing and evaluating the provision of palliative care to the patients referred to the Service. Provide complex supportive care using advanced palliative care knowledge and skills in meeting the multiple, complex care needs of individuals with life-limiting illnesses, their caregivers and family, across the continuum of care.

The CNS will support complex care coordination and case management

Key Areas of Responsibility:

- Clinical Leadership
- Plan, assess and evaluate clinical care requirements
- Nursing care and support to clients and families
- Cultural Sensitivity
- Continuous Quality Improvement
- Clinical Workforce Health, Wellbeing and Safety

TERMS AND CONDITIONS

- CLASSIFICATION:** Grade 3A – 3B
- RELEVANT AWARD:** GVHCS Enterprise Agreement
- ACCOUNTABLE TO:** Operational Manager Clinical Services
- HOURS OF EMPLOYMENT:** As per contract
- PERFORMANCE APPRAISAL:** At six months, and then annually.
This position description will form the basis of the Performance Appraisal.

SELECTION CRITERIA:

1. Essential Qualifications and Requirements:
 - Registered Nurse holding current registration with Nursing and Midwifery Board of Australia
 - Graduate Certificate Palliative Care
 - Current driver's license for Victoria
 - National Police Record Check – current and satisfactory
 - Successfully meets the pre-employment screening requirements
 - Available to be a part of the on-call component of care on weeknights, weekends and public holidays
2. Demonstrable and provide leadership in the knowledge, philosophy, principles and practice of palliative care.
3. A comprehensive knowledge of legal and ethical requirements of care e.g. consent, confidentiality
4. Exceptional communication and interpersonal skills both written and verbal.
5. The ability to problem solving and make decisions.
6. Ability to work within a team environment and as part of a multidisciplinary team.
7. A commitment to quality improvement.
8. Competent in the use of information technology e.g. Microsoft Office and healthcare databases.

DESIRABLE REQUIREMENTS:

- Post graduate diploma in palliative care.

SCOPE

This scope of practice is as defined by The Code of Conduct for Nurses (the code) which sets out the legal requirements, professional behaviour and conduct expectations for nurses in all practice settings, in Australia. The code is supported by the Nursing and Midwifery Board Australia (NMBA) Standards for Practice and, with the other NMBA standards, codes and guidelines, which underpins the requirements and delivery of safe, kind and compassionate nursing practice.

PROFESSIONAL BOUNDARIES

Professional boundaries allow nurses, the person and the person's nominated partners, family and friends, to engage safely and effectively in professional relationships, including where care involves personal and/or intimate contact. In order to maintain professional boundaries, there is a start and end point to the professional relationship and it is integral to the nurse-person professional relationship. Adhering to professional boundaries promotes person-centred practice and protects both parties.

Key Responsibility 1	Provide clinician leadership
<p>KPI</p> <p>Encourages and consults with team members at all levels in provision of a service.</p> <p>Distributes work equitably</p>	<ul style="list-style-type: none"> • Support complex care coordination and case management in partnership with appropriate stakeholder. • The CNS will support other team members through orientation, mentorship, support with intake and day-to-day operational team duties. • Support quality and innovation in clinical procedures through contributing to ensuring nursing practices are current, best practice and evidence based. • CNS will play a key role in assisting and promoting clinical best practice. • CNS will support and promote positive change management.
Key Responsibility 2	To conduct nursing assessment, planning, and evaluation and screening for psycho-social and spiritual issues
<p>KPI</p> <p>Referrals are responded to in alignment with policy</p> <p>Performs effective triage following referral to community palliative care</p> <p>Provides concise, integrated and systematically formatted progress notes using PCOC scoring</p>	<ul style="list-style-type: none"> • Respond to new enquiries and referrals • Prioritises new referrals for assessment within accepted time frame • Assesses individual nursing needs and the carers ability to provide care at home • Provides consultative support to residents and staff in aged care facilities • Screens for clients and families emotional and spiritual needs focusing on strengths and challenges, social supports, financial and legal concerns • Observes group and family functioning • Assists clients in evaluating symptom control, setting goals and plans • Liaises with relevant members of clinical team and refers the client for ongoing nursing care as appropriate • Participates in discharge planning to ensure the provision of timely and appropriate services

Key Responsibility 3	To provide nursing care and support to meet the needs of clients and their families
<p>KPI:</p> <p>Achievement of medication and syringe driver competency</p> <p>Competent in application of five validated assessment tools of Palliative Care Outcomes Collaborative.</p>	<ul style="list-style-type: none"> • Participates and contributes to multidisciplinary team meetings • Establishes rapport with clients and families • Demonstrates nursing knowledge and clinical skill assessment associated with malignant and non-malignant disease treatments and associated symptom management • Provides nursing care and if required ongoing clinical review, support and advice to clients as appropriate to the model of care • Liaises with GP's and medical specialists about appropriate symptom management • Encourages a proactive approach to ensuring that anticipatory medication is available in the clients home for use on an as needs basis • Provides client and family education as appropriate • Demonstrates ability to identify psychosocial and spiritual needs and provides appropriate referral to specialist worker

Key Responsibility 4	To participate as a member of a multidisciplinary team and work effectively as a member of an interdisciplinary team
<p>KPI:</p> <p>Active participation at client care planning meetings</p> <p>Participation in Quality Improvement activities/projects</p>	<ul style="list-style-type: none"> • Actively participates in organisational committees and the wider service sector • Upholds the standards of confidentiality and privacy as required by G VHCS • Contributes to consultancy and education sessions as required • Upholds a professional manner to manage conflict and takes a resolution approach to achieving outcomes • Participates in opportunities to reflect and explore issues and emotions that increase self-awareness • Demonstrates ability to respond to other team members' needs for collegial emotional support, • Provides support and encouragement of self-care practices within team

Key Responsibility 5	To effectively and efficiently manage own workload to include indirect activities
<p>KPI:</p> <p>Participation in annual role reflection and Planning</p> <p>Professional development plan</p> <p>Attendance at compulsory education</p>	<ul style="list-style-type: none"> • Maintains current client records and meets statistical reporting requirements • Recognises opportunities for the development of research and quality initiatives including new service programs • Contributes to the regular revision of written resource material for client use • Accepts responsibility for the supervision of tertiary students as delegated • Reviews own work performance, identifying learning needs, and accesses opportunities for development

Key Responsibility 6	Utilise culturally appropriate intervention strategies for Culturally and Linguistically Diverse Clients (CALD)
<p>KPI:</p> <p>Identifies the need for and use of interpreters as necessary</p> <p>Modifies clinical approach to suit client age group &/or cultural needs</p> <p>Provides information using a range of strategies that demonstrate consideration of client needs</p>	<ul style="list-style-type: none"> • Demonstrates a positive regard for diverse cultures • Responds to others in a non-judgmental and non-evaluating manner • Demonstrates awareness of the relationship between culture and health beliefs, and the relationship between culture and health seeking behaviour • Develops effective communication and relationships with other ethno-specific providers and community groups • Demonstrates knowledge of culturally appropriate resources and how to access them, including use of interpreting services

All staff are expected to	<ul style="list-style-type: none"> • Demonstrate an understanding of GV Hospice Care Service Policies and Procedures, including those relating to quality management • Participate in Quality Improvement Activities • Maintain a professional appearance as required by GV Hospice Care Service Policy • At all times will conduct themselves in the best interest of the organisation • Ensure familiarity and compliance with Occupational Health and Safety requirements and regulations • Undertake other projects and duties as directed by Operational Manager • Work effectively with and have an understanding of and sensitivity towards all belief systems, life styles and cultures • Maintain a high level of clinical and professional expertise in palliative care • Provides concise, integrated and systematically formatted progress notes using PCOC scoring as per GVHCS Policies and Procedures and legal requirements • Complete comprehensive reporting on the PalCare Patient/Carer Record of interactions and outcomes of assessments and interventions • Contribute positively to the effective functioning of a mutually supportive team • Work with the Family Support Worker to ensure families/carers are well supported • Attend family and other meetings as required to ensure palliative needs are discussed and explained and goals of care are clarified • Maintain on-going professional development to meet registration requirements and to enhance clinical expertise and knowledge and application of Palliative Care Standards and Principles
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GENERIC RESPONSIBILITIES AND REQUIREMENTS

Code of Conduct

GVHCS Code of Conduct is binding on all staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement.

Compliance with Policies and Procedures

All GVHCS's policies, procedures and guidelines are available on the document management system PROMPT. All staff must ensure compliance with policies, procedures and guidelines and as required assist with their development and review.

Occupational Health and Safety

Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with the OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues.

Confidentiality

All information concerning GVHCS, its patients, carers, families and staff must remain strictly confidential. A confidentiality form must be completed on employment

Continuous Quality Improvement

GVHCS Health is dedicated to improving the quality and safety of the services it provides. As an employee of GVHCS you have a responsibility to participate in and commit to ongoing quality improvement activities.

Infection Control

Every staff member has the responsibility to adhere to the Infection Controls Policies and Procedures and undertake any relevant infection control training.

All GVHCS sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Agreement:	I have read, understood and agree to comply with this position description.
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Name: _____

Signature: _____

Date: _____

Date of document update:	
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