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| **Position Title** | Palliative Care Clinical Co-ordinator |
| **Position Number** | N5950 |
| **Department** | Community Nursing |
| **Classification** | Registered Nurse – Grade 4A |
| **Agreement** | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 |
| **Reports to:** | Community Nursing Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The Central Grampians Palliative Care service provides a multidisciplinary care approach for clients with a life limiting illness and their families/carers in the local government areas of Pyrenees, Ararat and Northern Grampians. The Clinical Care Coordinator applies their clinical expertise to coach, mentor and support clinical staff in the delivery of palliative care.

**Department / Unit Specific Overview**

Community Nursing is a part of the broader Community Services Department which is located at the Ararat campus of East Grampians Health Service. Community Nursing provides Palliative Care, District Nursing, Hospital In The Home (HITH), Hospital Admission Risk Program (HARP), Healthy@Home telehealth service and Home Care Package management.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’.  We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* To provide clinical leadership to the palliative care team
* Promote and maintain and environment of teamwork and professionalism within the team.
* Act as a resource person in relation to clinical practice for Palliative Care Nurses
* Support and maintain effective communication systems within the clinical specialty
* Engage with the clinical team to monitor standards of professional practice and service delivery to ensure clients receive appropriate and evidence based treatments
* Represent the clinical unit on nominated committees, working groups and projects as designated by the Community Nursing Manager.
* Provide physical, emotional and environmental assistance for clients in addition to supporting the team through counselling and education
* Prioritise the team’s workload based on needs, acuity and optimal time for intervention and coordinate work for less experienced staff
* Provide supervision and mentorship to students and less experienced staff in their ability to provide safe and effective care
* Work with the Community Nursing Manager to manage staff performance including Personal Development Plans.
* Demonstrate accurate, complete and up-to-date documentation in line with EGHS policies and maintain a high documentation standard of all staff within the designated area
* Contribute to and supports the usage of best evidence to drive patient care
* Provide leadership to the implementation of safety and quality initiatives

**Key Performance Indicators**

* Demonstrates practice within the Vision, Mission and Values of EGHS.
* Funding agreement targets achieved annually
* Quality improvement activities identified and implemented to advance the quality of Palliative Care services within the catchment
* Personal Development Plans for team members (PDP) completed as they are due.
* Team’s completion of all mandatory education requirements and ongoing professional development.
* Actively participate in staff meetings and events displaying teamwork and professionalism.
* Consults with senior staff, understands own clinical limitations and takes accountability of own actions.
* Feedback from clients, colleagues and external organisations.

Key Selection Criteria

**Essential Criteria:**

* Current registration with AHPRA as a Registered Nurse
* Recent palliative care nursing experience
* Post-Graduate Palliative Care qualification or willingness to complete
* Demonstrated skills and experience in care co-ordination
* Demonstrated commitment to the provision of care that is a holistic and client centred
* Demonstrated ability to contribute and practice collaboratively as part of a multidisciplinary team
* Demonstrated ability to assess, plan and coordinate person centred care for clients with a life limiting illness and their carer’s
* Commitment to flexibility and innovation in practice underpinned by an evidence based approach
* Strong problem solving skills, ability to identify and resolve problems in a timely manager
* Knowledge of palliative care funding stream and data reporting requirements
* Strong verbal and written negotiation skills including negotiation and de-escalation
* Advanced computer skills utilizing a range of different programs

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation requirements (annually)

**Desirable**

* Knowledge of PCOC data reporting system.
* Knowledge of Pall Care computer program

**Acknowledgement**

Employee Signature:

Employee Name: Date:

Manager Signature:

Manager Name: Date:

**Developed Date: July 2021**

**Developed by: Manager of Community Nursing**

**Date of next Review: July 2022**