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| **Position Title** | Clinical Support Nurse/Educator |
| **Position Number** | N5769 |
| **Department** | Education |
| **Classification** | Registered Nurse Grade 4A |
| **Agreement** | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 - 2024 |
| **Reports to:** | Training & Development Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

A Registered Nurse appointed as such and who is responsible for providing direct clinical support and instruction to, and for mentoring graduate, newly appointed or less experienced Employees to develop high quality clinical care skills. The responsibilities of a Clinical Support Nurse works under the direction of the Training and Development Manager across all areas of the health service.

**Department / Unit Specific Overview**

The Education Department works to oversee the training and development of undergraduate and new graduate nursing through working in close partnerships with EGHS staff, managers and universities. This department aims to deliver a high standard to training programs to produce a capable and effective workforce.

**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 |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **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 |
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| **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 |
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| **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 (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS 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, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20(2023-27).pdf).

**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)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, 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 to 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. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* 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, consumers and visitors
* 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**

* Ensures and promotes an excellent standard of care and service delivery in partnership with patients / residents, consumers and community at all levels of health care provision, planning and evaluation
* Consider the costs and budget implications in relation to work practice and consumables in relation to patient care
* Present as a role model for all members of the interdisciplinary team
* Provide expert input into the planning, delivery and evaluation of nursing care with the focus on building nursing skill capacity
* Provide direct clinical support and instruction for graduate nurses and newly appointed or less experienced nurses in the clinical setting
* Maintain accurate and up-to-date documentation on activities and patient care.
* Monitor graduate nurses progress in relation to assessment and competencies
* Discuss graduate nurses progress in relation to time frames and assessment criteria as specified in the Graduate Nurse workbook
* Assist with the preparation, coordination, delivery and evaluation of the Graduate Nurse Program
* Liaise with Nurse Unit Manager regarding provision of clinical support
* Ensure that all patients, residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
* Managing the complaints process of training staff and facilitating discussion with all relevant stakeholders

**Key Performance Indicators**

Key performance measures are how you demonstrate meeting the responsibilities of the position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of appointment and then reviewed on an annual basis.

Key Selection Criteria

**Essential Criteria:**

* Current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency
* Significant clinical nursing experience across a variety of clinical settings
* Hold or be working towards a current Certificate IV in Training and Assessment
* Passionate and enthusiastic with the motivation to inspire education in the development and support of graduate nurses, students and staff as a whole
* Confidence to conduct detailed, competency based assessments in addition to delivering departmental education as required
* Ability to develop creative educational packages to be delivered for various clinicians across a wide variety of clinical settings
* Commitment to presenting self professionally; punctual and respectful in language and manner towards staff, patients and visitors
* Strong written and verbal communication skills with the confidence to provide constructive feedback as required
* Excellent co-ordination and organisational skills with demonstrated ability to contribute and practice collaboratively as part of a multidisciplinary team
* Approachable, flexible and innovative in practice including an evidence based approach to care
* Strong commitment to ongoing personal professional development as an advocate for learning
* Current drivers licence

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)

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
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| Developed Date (MM,YY) | 12/2023 |
| Developed By Name | Training & Development Manager |