

## Position Description

<b>Position title</b>	Complex Care Clinical Nurse Consultant		
<b>Department / Division</b>	Complex Care Hub, Ambulatory Services		
<b>Classification</b>	RN G4A Clin Consultant Y1- Y2 YW17 -YW18	<b>Employment Status</b>	Full Time, Ongoing Full Time and Part Time, fixed term positions
<b>Position reports to</b>	Complex Care Hub, Nurse Unit Manager		
<b>No. of direct &amp; indirect reports</b>	N/A		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

<b>The Royal Children's Hospital</b>
<p>The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>

<b>ROLE PURPOSE</b>
<p>The Royal Children's Complex Care Hub is an interdisciplinary service that has been established to lead and coordinate the health care experiences for complex patients and their families. Patients with complex needs frequently require multiple teams, advanced technology and medical equipment to support their care needs, both within the hospital and at home.</p> <p>The purpose of the Clinical Nurse Consultant role within the Complex Care Hub is to provide and improve service provision for children with complex needs and their families at inpatient, outpatient and ambulatory levels. This role promotes continuity of care by actively facilitating and coordinating care beyond the walls of the hospital.</p> <p>The CNC will assist with the model of management and develop a planned approach to promote health and wellbeing of the patient and the family. This will involve working in partnerships with families of children with complex care needs, focusing on collaboration and communication with multidisciplinary teams involved in their care to manage the child and family in a holistic cohesive manner. The role will include building capability and links internally and in the community for the management of complex patients.</p>

## KEY ACCOUNTABILITIES

### Direct Comprehensive care.

- Demonstrates advance nursing knowledge and skills related to chronic and complex paediatric care
- Provide family centred care through a holistic approach using systematic assessment of child's medical needs in conjunction with their psychosocial, cultural and spiritual needs
- Liaison with the existing Advance Practice Nurses to inform and establish a proactive, integrates approach to care and treatment of patients with complex healthcare needs
- Facilitate the provision of high-quality patient care by communication and collaboration with the current staff involved in the child's care and treatment
- Assessment of the family situations to determine appropriate referrals and coordination of health services for identified complex patients
- Develop a partnership with families in decision making about care and treatment to support them to become more functional, independent and promote self- management practices
- Conduct home visits for allocated patients with a focus on individual family and patient needs
- Identify and facilitate opportunities that will contribute to improved quality of care for the families through coordination and integration of care
- Facilitate semi-urgent support and advice through a drop-in complex care clinic
- Inform the development of a complex care intake clinic by coordinating a team approach to care and treatment for these children
- Be the primary point of contact to follow up of identified clinical issues for the Grade 3 nursing staff for their allocated patients
- Investigate and facilitate care and treatment opportunities in the community setting
- Acts as a resource for staff on the proactive health management of the child and family

### Support of Systems

- Oversight of external brokered nursing service providers with coordination of care needs and workloads for their allocated patients
- Coordinate multidisciplinary reviews of identified complex patients
- Facilitate the development and maintenance of an integrated care plan for patients and their families which includes a process for patient and family centred goal setting
- Conduct regular reviews of goals using a validated approach with a focus on evaluation from a family and organisational perspective
- Build relationships and improve links with external healthcare providers
- Investigate and organise Telehealth opportunities for identified complex patients
- Identify opportunities that will improve resource utilisation through coordination and integration of care
- Contributes to the development, evaluation and enhancement opportunities of the program

### Education

- Facilitating the provision of education and information to the family relevant to their child's condition to empower them to live well and manage their child in the home or the community
- Assist with the implementation of education and training programs to support skills development amongst a range of health care providers and community stakeholders involved in the care of children with chronic and complex health care requirements.
- Model the behaviours required to support the integration of care for complex patients
- Develop in consultation, training and educational resources for clinical staff
- Develop in consultation, educational resources for patient and their caregivers/families

### Research

- Maintain quality standards and excellence in clinical outcomes through evidence-based practice and partnerships with internal and external healthcare professionals
- Initiate, support and participate in quality improvement activities and clinical research that aims to improve outcomes.
- Effectively collects, manages and analyses data
- Prepares reports relating to outcomes

### Professional Leadership

- Demonstrates leadership in facilitating activities that empower nurses in the delivery of care and enhances autonomy of practice
- Evidence of positive role modelling and adopting solution focused approaches to the resolution of issues
- Attendance and participation in clinical supervision as a formal process of reflective practice and support to enable ongoing professional development
- Actively participate in professional groups, forums and activities as appropriate

#### QUALIFICATIONS AND EXPERIENCE

##### Essential:

- *Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia administered through the Australian Health Practitioner Regulation Agency (APHRA)*
- Demonstrated committed to ongoing personal and professional development, as evidenced in a Continuing Professional Development (CPD) record/Professional Practice Portfolio (PPP)
- Demonstrated experience in the use of Telehealth

##### Desirable:

- Postgraduate qualification or working towards
- Experience in coordination of multiple services and staff
- Experience in program development and evaluation

#### KEY SELECTION CRITERIA

- Clinical excellence in holistic assessment skills
- Demonstrated understanding of the program and the issues surrounding chronic and complex care provision
- Exceptional communication skills
- Proven ability to develop effective working relationships with a variety of stakeholders
- Balancing of competing and conflicting priorities
- High level commitment to continuous improvement
- Demonstrated organisational skills and excellent time management skills
- Demonstrated commitment to family centred care
- Ability to work autonomously and maintain professional accountability
- Ability to demonstrate initiative and sound clinical judgement in care planning and decision making
- Clear understanding of professional boundaries and commitment to maintaining professional expectations

#### OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g., wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

#### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

#### **RCH COMPACT**

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

#### **QUALITY, SAFETY AND IMPROVEMENT**

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

Position description last updated

March 2022