

## POSITION DESCRIPTION

The  
Helping  
Hand  
Way

Respect  
Compassion  
Excellence  
Community

<b>Position Title:</b>	Clinical Nurse Consultant Metropolitan Community Services
<b>Reports To:</b>	Manager Health Care Services
<b>Salary/Classification Level:</b>	Helping Hand Health Professional Collective Workplace Agreement 2009, Clinical Nurse Consultant Level 3
<b>Reporting To This Position:</b>	Metro Community Nurses
<b>Special Conditions:</b>	Some out of hours work and intrastate travel.

### Purpose of the Position

The Clinical Support Consultant is responsible for assessing the clinical needs of Metropolitan Community Services' clients, reviewing their changing clinical needs and providing clinical nursing to clients.

### Your Team

The Clinical Support Consultant is a senior role within Metropolitan Community Services - a single team comprising three sectors, each managed by a member of the Metropolitan Community Services Management Group. The sectors include:

- Access & Coordination
- Service Delivery
- Development & Specialisation

Metropolitan Community Services provides a wide range of services to meet the individual needs of clients in regions of Metropolitan Adelaide.

### Other Key Relationships

The Clinical Support Consultant will work closely with the Management Group, Supervisors and Service Coordinators within Metropolitan Community Services. In addition, the incumbent will develop and maintain external networks related to community care and support services.

## Key Outcomes & Responsibilities

### 1. Leading and training staff

- / Provide training and education for Service Coordinators and Service Delivery staff.
- / Credential non-nursing staff to perform clinical tasks as required.
- / Provide leadership and role modeling, particularly in the areas of action research and quality assurance programs.
- / Support the development and maintenance of a culture of positive teamwork across Metropolitan Community Services.
- / Foster effective communications and feedback both externally and internally.
- / Accountable for the assessment, planning, implementation and evaluation of nursing education and staff development programs.
- / Engage in and encourage the development of professional and personal skills and competencies.

### 2. Customer service

- / Provide hands on clinical nursing to clients in accordance with care plans.
- / In conjunction with Service Coordinators, conduct assessments and develop care plans for clients.
- / Liaise with the Supervisor Planning & Coordination in prioritising services to clients and liaise with Service Coordinators and Service Delivery staff as required.
- / Support a culture of high quality customer service to clients.
- / Establish and monitor processes and standards to ensure excellent clinical customer service to clients.
- / Monitor client care plans and participate in clinical auditing to ensure appropriate care outcomes are achieved.
- / Identify and implement opportunities to improve the perceptions and service experience of clients.
- / Provide input to the development and review of clinical, assessment and admission practices within all areas of the Metropolitan Community Services team to ensure current practices are appropriate and best practice.
- / Provide the clinical link between residential care and Metropolitan Community Services in respect to client requirements.
- / Undertake on-call duties as required, and demonstrate excellent communication and problem resolution practices.
- / Promote a better understanding of older people, including decision making about their own needs, preferences and choices among mainstream services and the local

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community, by ensuring the provision of current and accurate information and consultation, through all promotional avenues.

- / Identify opportunities for service development and delivery innovation, growth and expansion.
- / Promote open and responsive feedback to monitor and evaluate client satisfaction via the Organisation's client feedback and engagement processes.

### **3. Safety, Quality and Risk**

- / Ensure clinical competencies of Service Delivery staff meet required standards.
- / Contribute to the development and maintenance of a quality management system for Metropolitan Community Services that provides a continuous improvement focus consistent with the Organisation Plan and any legislative requirements.
- / Provide coaching and mentoring to nursing and Service Delivery staff.
- / Provide input to the Management Group to ensure quality accreditation systems are effective, functional and ongoing and meet the quality accreditation Standards for Community Services.
- / Ensure effective and efficient responses to complaints, suggestions and comments.
- / Ensure that the workplace is monitored to effectively manage risks to staff and that health and safety policy, procedures and guidelines are implemented and monitored.
- / Ensure that the health and safety responsibilities of staff are understood and adhered to by all staff.
- / Participate in Performance Appraisal.

## **Selection Criteria**

### **Essential**

- / Registered with AHPRA as a Registered Nurse.
- / Experience in assessing clinical needs of clients and supervising staff involved in the provision of community services.
- / Experience in the induction and training & development of staff.
- / Experience in working with a management group to plan the efficient use of resources to provide high quality community services.

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- / Demonstrated commitment to efficiently meet the needs of external and internal clients.
- / Demonstrated high level of interpersonal skills, with the ability to liaise with people from a diverse range of backgrounds and the ability to be cross culturally sensitive.
- / Demonstrated experience in establishing and maintaining a positive team environment within a multi-disciplinary group.
- / Excellent verbal, written and electronic communication skills including the development and delivery of presentations.
- / Demonstrated commitment to continual professional and personal development including active involvement in relevant professional organisations.
- / Ability to initiate and maintain effective working relationships at any level within a large scale organisation.
- / Current Police clearance.
- / A current Driver's Licence.
- /

#### **Desirable**

- / Experience in the aged care sector.



## Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

## Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

### Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

### Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

### Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

### Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

## Work, Health & Safety

### Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do....it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

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