

Position Description

Position Title	Symptom & Urgent Review Clinic (SURC) Nurse
Position Number	30009467
Division	Clinical Operations
Department	Cancer Services
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Registered Nurse G4A
Classification Code	YW17
Reports to	Nurse Unit Manager – Cancer Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Symptom & Urgent Review Clinic (SURC) nurse is a specialist oncology nurse who provides rapid assessment, triage, symptom management, education, and care coordination for patients receiving systemic anti-cancer therapies (SACT) – chemotherapy, immunotherapy and targeted therapies in the ambulatory setting.

The primary aim of the SURC Nurse-led service is to manage treatment-related side effects early and to reduce unnecessary Emergency Department presentations and hospital admissions.

The SURC nurse will work closely with visiting Medical Oncologists, VMO's, staff specialists, Haematologists, Oncology and Haematology registrars, Radiation therapists, Oncology Nurse Practitioner, Oncology nursing staff and allied health teams to ensure that high level patient care needs are met promptly and managed in accordance within Bendigo Health policies and procedures. Co-ordination of clinical information sharing in a timely manner will ensure better patient outcomes.

The SURC Nurse will be situated within the Cancer Centre operating Monday to Friday, and weekends (mornings only). The role will report to the Nurse Unit Manager – Cancer Services.

Responsibilities and Accountabilities

Key Responsibilities

Clinical Assessment and Triage

- Conduct telephone and face-to-face assessments of patients experiencing treatment-related symptoms
- Use advanced assessment skills to identify clinical deterioration and determine appropriate interventions
- Prioritise and triage planned and unplanned patient contacts

Symptom Management

- Provide evidence-based advice and interventions for common oncology treatment toxicities such as:
 - Fever and infection
 - Nausea and vomiting
 - Diarrhoea and constipation
 - Pain
 - Fatigue
 - Mucositis
 - Skin toxicities
 - Psychological distress
- Develop and implement care plans in collaboration with the multidisciplinary team

Patient Education and Support

- Deliver ongoing treatment and toxicity related education to patients and carers
- Promote self-management strategies and early recognition of complications
- Provide ongoing support throughout treatment cycles

Care Co-ordination

- Liaise with oncologist, GP's, allied health, community services and inpatient teams
- Facilitate referrals and escalation of care when required
- Coordinate follow-up and continuity of care across treatment settings

Quality Improvement and Leadership

- Participate in clinical audits, service evaluation, data collection, and quality improvement activities
- Contribute to development of oncology nursing practice and staff education
- Support implementation and ongoing updates of SURC protocols and pathways
- Provide support and guidance to oncology services across the Loddon Mallee region

Key Selection Criteria

Essential

- 1 (a) Registered Nurse with at least four years post registration experience in oncology nursing
(b) Post graduate qualification in oncology/haematology nursing or equivalent
- 2 Demonstrated evidence of clinical leadership, collaboration and professional role modelling ability
- 3 Demonstrated advanced clinical assessment and decision-making skills
- 4 Strong communication, patient education and care coordination abilities
- 5 Experience in chemotherapy units, oncology ambulatory care or acute oncology settings
- 6 Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
- 7 Demonstrated ability to contribute to and practice collaboratively with a multidisciplinary team; as well as work independently
- 8 High level interpersonal, verbal and written communication skills; time management, organisational and planning skills
- 9 Demonstrated evidence of commitment to ongoing education and professional development
- 10 Flexibility to operate in an environment of change and continuous improvement

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).

- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health 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. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.