

Position Description

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| Position Title | Liaison Nurse |
| Position Number | 30009672 |
| Division | Clinical Operations |
| Department | LMR Palliative Care Consultancy |
| Enterprise Agreement | Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 |
| Classification Description | Clinical Nurse Consultant B |
| Classification Code | Z14 |
| Reports to | Manager, Specialist Palliative Care Services |
| Management Level | Non Management |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's (including an Early Parenting Centre) areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment covering the Loddon Mallee region. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Specialist Palliative Care Services Department

Specialist Palliative Care at Bendigo Health has an integrated model of care for Palliative Care. The Service aims to provide a seamless transition between each individual service as well as between generalist and specialist providers throughout the Loddon Mallee region.

The Specialist Palliative Care Service consists of the following departments:

- Loddon Mallee Regional Specialist Palliative Care Consultancy Service (LMRSPCCS)
- Bendigo Specialist Community Palliative Care Inc. Day program and Palliative Care @ Home
- Specialist Palliative Care and Evaluation Unit (SPCEU)
- Loddon Mallee Regional Palliative Care Consortium Service (LMRPCCS)

CONSULTANCY - The Loddon Mallee Regional Specialist Palliative Care Consultancy Service (LMRSPCCS) provides primary and secondary consultations to patients and families with the most complex palliative symptoms including patients with cancer, degenerative neurological disorders, advanced chronic illness and other life limiting conditions.

COMMUNITY - The Bendigo Community Specialist Palliative Care Service (BCSPCS) works with people who have a life limiting illness, their families, carers and the community in promoting and providing choices in quality palliative care. It is a community-based team, which liaises and works in conjunction with other community-based services to provide holistic care to people in their own homes Inc. RACF. The service includes Palliative care at Home, the Day program and Early Access clinic.

IN PATIENT – The Specialist Palliative Care and Evaluation Unit (SPCEU) is a 10-bed unit, providing specialist palliative care to patients with a life limiting illness with severe or complex symptom management and multi-disciplinary needs.

The Position

The Palliative Care Liaison Nurse (PCLN) position will provide increased in reach palliative care support and care coordination for inpatients at Bendigo Health. It will facilitate and promote communication between primary providers and hospital medical teams to ensure comprehensive patient centred symptom assessment, guidance, education, communication, anticipatory care and referral to achieve patients preferred place of care and preferred place of death. This role would assist with transitions within and between services including across the wider regional hospitals, SPCEU, home and aged care facilities resulting in improved patient/family centred care and improved patient flow through Bendigo Health.

The PCLN would provide in patient consults and increase access to LMRSPCCS specialist support through increasing availability and integration of palliative care nursing to inpatient hospital services and regional palliative care teams. This role will foster relationships into regional areas for improved patient outcomes and discharge planning.

Responsibilities and Accountabilities

Key Responsibilities

- Provide timely clinical assessment of referred patients as per Palliative Care Standards.
- Provide clinical services and professional support ensuring standards of patient centred care are developed, maintained and continually improved.
- Develop, implement and continually improve a patient-focused approach to service delivery and care.
- Promote and collaborate strong relationships with all departments within Bendigo Health and the Loddon Mallee Region to ensure the Patient journey is effective and efficient.
- Promote and encourage the uptake, implementation and documentation of Advance Care Directives.
- Demonstrate commitment to specific portfolios/participation in committees or working groups as delegated by the Manager
- Lead and assist with development and review of clinical guidelines, policies and KPI in conjunction with the team.
- Ensure appropriate Care type changes for patients to optimise funding .

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the

employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Current registration as a Division 1 Registered Nurse with AHPRA
2. Demonstrated high level experience of service provision in palliative care across the

continuum, ideally more than 5 years' experience with demonstrated ongoing high-level commitment to ongoing professional development.

3. Demonstrate high level organisational skills and experience in collaborating and communicating with individuals, their caregivers and family, other nurses and members of the health care team to promote multidisciplinary care and optimal palliative care outcomes.
4. Ability to work as part of a team as well as independently in an environment of change.
5. Be responsible for effective leadership, direction, support and development of staff, maintaining and enhancing standards of clinical excellence that reflect the vision and goals of Bendigo Health and LMRSPCCS.
6. High Level Knowledge of Current trends, policies and frameworks relevant to Palliative Care.

Desirable

7. Formal Palliative Care qualification, or working towards.
8. Knowledge of new National Safety and Quality standards with demonstrated achievement in and commitment to continuous quality improvement.
9. Knowledge and experience of Data reporting Programs eg. FIXUS
10. Active involvement in research, teaching, quality improvement and best practice activities in regard to palliative care nursing.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

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.