

# Position Description

Position Title	Inflammatory Bowel Disease (IBD) Clinical Nurse Coordinator
Position Number	
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 Grade 4A
Classification Code	YW17
Reports to	Nurse Unit Manager, Cancer Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 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 and mental health services. We provide a wide range of general medical, surgical and speciality services including; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics and Mental Health Services.

Within a state-of-the-art hospital, the team provides high-quality services using the latest technologies. Our eleven operating theatres (including two endoscopy rooms), critical care, emergency and women's wards all have access to critical services lifts that link to the helipad allowing rapid transfer of patients both in and out of the health service.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. 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.

## **The Cancer Centre Team**

The Bendigo Cancer Centre is a partnership between Bendigo Health and Peter MacCallum Cancer Centre (PMCC), which brings together Medical Oncology, Haematology and Radiation Oncology treatment and consultative services, with the support of palliative care, allied health, cancer wellness centre and specialist nursing staff, pharmacy, clinical trials, MDM meetings and regional oncology outreach clinics.

The radiotherapy service is provided by PMCC and managed by a Site Manager and Clinical Director. Bendigo Health is responsible for radiotherapy nursing staff only.

The Oncology Service is provided by Bendigo Health. The Chemotherapy Day Unit is a day-stay unit providing a wide range of chemotherapy, hormonal therapy and biological response modifiers symptom support and medical infusions as well as access to the symptom urgent review clinic (SURC) and clinical trials.

Cancer clinics operates outpatient consulting clinics including medical transcription typing and MDM Coordination

## **The Position**

The IBD Clinical Nurse Co-ordinator works closely with members of the Gastroenterology multidisciplinary team to provide high quality outpatient and inpatient support to manage and improve the IBD patients experience as a chronic disease. The role is predominantly involved in supporting IBD patients on immunosuppression therapies and biological therapies.

The Inflammatory Bowel Disease (IBD) Clinical Nurse Co-ordinator (CNC) will co-ordinate, negotiate, and support the transition of care of the selected patient population across the health care continuum. The IBD CNC will act as a resource person promoting best practice in the provision of patient care through clinical

initiatives and service innovation. The IBD CNC will demonstrate superior clinical expertise together with outstanding interpersonal negotiation and communication skills to assist with the achievement of patient centred goals and the goals of the designated department and organisation.

The IBD CNC would be situated within the Oncology unit of the Cancer Centre working closely with the medical infusions bookings co-ordinators, specialist clinics, inpatient wards, and services within Bendigo Health. The role will report to the Nurse Unit Manager – Cancer Services.

## **Responsibilities and Accountabilities**

### **Key Responsibilities**

#### **Patient Care**

To manage and improve the patients experience of the IBD inpatient and outpatient by:

- Act as the primary contact for telephone advice line, for patients, families and provide interface for GPs and community health services
- Collaborate with patients and families to guide decision-making about treatments, empowering them to manage their health effectively.
- Be an expert resource to the IBD clinic
- Provide in-patient support, and advise appropriate referral to community services upon discharge
- Manage the immunomodulator monitoring service
- Undertake Screening, administration, monitoring and compliance with Medicare guidelines of/with anti-TNF or other biologic therapies
- Provide specialist advice and education about preventative health, including nutrition, smoking cessation, vaccinations
- Provide patient education and counseling
- Develop and define IBD services within Bendigo Health and the community
- Provide expert resource for patients, and Bendigo Health clinicians identifying risk and implementing strategies to minimize risk
- Support the establishment of an IBD multidisciplinary team and participate actively in complex IBD planning
- Coordinate colorectal cancer surveillance for IBD patients
- Act as a coordinating resource between outpatients, surgical, endoscopy and the gastroenterology department and promoting a team-based approach to IBD care

#### **Service Coordination and Leadership**

To provide nursing leadership to streamline IBD service provision by:

- Partner with the IBD team to streamline workflows, treatment pathways, ensuring efficient use of nursing resources.
- Assist in managing operational requirements for accessing s100 medications.

- Develop a system for tracking access to care for complex patients across the organization.
- Champion excellence and autonomy in clinical practices and patient care.
- Address conflicts promptly through a collaborative and consultative problem-solving approach.
- Contribute to the ongoing improvement and expansion of the IBD Nursing Service.
- Professional membership with the Gastroenterological Nurses College of Australia (GENCA)

## 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

#### Qualifications/Certificates/Registrations

1. (a) Registered Nurse with at least four years post registration experience in gastroenterology nursing or related  
(b) Post graduate qualification in Gastroenterology Nursing or be prepared to work towards completing the 5 Modules in Gastroenterology Nursing with Queensland University of Technology (QUT) or similar tertiary institution.

#### Specialist Expertise and Knowledge

2. Demonstrated ability to deliver high standard of evidence-based nursing care to patients with acute/chronic IBD and complex needs
3. Demonstrated evidence of clinical leadership, collaboration and professional role modelling ability
4. Previous experience in care co-ordination and knowledge of IBD treatment pathways
5. Experience in the delivery of education to patients, carers, the community and health professionals
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, written communication and technology skills
9. High level time management, organisational and planning skills
10. Demonstrated evidence of commitment to ongoing education and professional development
11. Flexibility to operate in an environment of change and continuous quality improvement

## 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 the Bendigo Health's Staff Immunisation 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.

*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.*