

Position Title:	Continence Nurse
Award Classification:	Clinical Nurse Consultant Grade 4B
Award / Agreement Name:	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 Victorian Public Mental Health Services Enterprise Agreement 2016-2020.
Reports to:	Operationally to Manager (Rehabilitation and Specialist Clinics) Specialty Medicine & Ambulatory Care Professionally to the Director of Nursing Specialty Medicine & Ambulatory Care

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs.



1. POSITION PURPOSE

The Continence Clinical Nurse Consultant (CNC) is a member of the Continence Clinic Service team and is accountable for the effective clinical nursing management of people admitted to the service with Continence related issues. CNC demonstrates superior consolidated clinical skills at a level of proficiency or expertise as aligned to the EH Nursing Midwifery Domains of Practice. The CNC, as part of the specialist Continence team, actively leads the clinical nursing service delivery, and collaborates with the multidisciplinary team to consider clinical quality and risk, service performance and care standards within the area of expertise.

The Eastern Health Continence Service is a multidisciplinary clinical service specialising in incontinence and other bladder and / or bowel function difficulties. The service provides assessment, diagnosis, management, education and support. The service currently operates at sites in East Burwood and Lilydale.

The Continence CNC provides specialist continence nursing expertise including nursing assessment, management and education of community clients in both a centre and domiciliary setting. Working as a member of a multidisciplinary team, it is vital that the CNC is an effective communicator who is capable of building and sustaining positive working relationships with staff and Health Professionals at all levels within the Organisation.

The Continence CNC will work with the Continence Clinic Team leader, Manager (Rehabilitation and Specialist Clinics) and other senior professionals to guide the professional performance of the interdisciplinary health teams and ensure key performance indicators and targets are achieved.

The Continence CNC is required to act as a clinical nursing resource and clinical advisor to the Continence Clinic team and wider Eastern Health service providers.

The Continence CNC participates in team planning and development activities within the Continence service and undertakes related projects and research, and development activities, to meet specified clinical nursing needs in their clinical discipline: at all times working within the professional standards, codes and behaviours that are legislated through the Nursing Midwifery Board of Australia (NMBA), other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

1. A provider of great healthcare

- Possesses current, advanced, specialist clinical nursing knowledge and skills, and applies these skills to lead the nursing role within the specialist clinical team.
- Demonstrates clinical nursing expertise in the provision of clinical care within a consulting role to both internal and external customers.
- Initiates and promotes innovative clinical nursing practice within the team setting
- Develops, supports and understands Eastern Health Policies, Standards and Practice Guidelines, and related legislative requirements which impact on wider clinical issues and practices.
- Acts as a role model and mentor for staff in promoting professional values and ethics in clinical practice.
- Influences others to adopt high standards of ethical and legal conduct, which is modelled in own actions and decisions.
- Demonstrates an understanding of the Registered Nurse role and responsibility when delegating and supervising other nurses, including enrolled nurses and students.
- Demonstrates an ongoing commitment to sustaining and strengthening performance and accountability within the program or site.

- Evaluates clinical practice against research evidence & identifies areas for practice improvement, highlighting gaps in research evidence.
- Is responsible for the timely completion of necessary statistical data, including entry to support financial recuperation (e.g. VACS), as appropriate and/or delegated.
- Has the ability to organise programs and/or special projects, as required and/or delegated.
- Leads implementation of nursing specific best practice standards in area of clinical practice.
- Evaluates service delivery against comprehensive knowledge of anticipated outcomes.

2. A Great Patient Experience.

- Treats all patients, clients, women, families, residents, visitors and staff in a courteous and non-discriminatory manner.
- Provides an efficient and customer focussed care delivery commensurate with senior status and role.
- Leads the development and implementation of processes to manage clinical risk within the specific clinical area.
- Supports the program and wider multidisciplinary team with timely and effective communication with healthcare personnel to guide and achieve optimal patient/ performance outcomes.
- Demonstrates advanced verbal and written communication skills in all professional domains of practice.
- Demonstrates an advanced ability to liaise with internal and external peers, stakeholders and clients.
- Obtains feedback through means such as audits, and works with the team to meet stakeholder expectations of service standards and responds to any identified deficits.
- Delivers clinical practice in accordance with the philosophy, intent and standards prescribed by Nursing Board of Australia (NMBA Code of Ethics for Nurses in Australia, NMBA Code of Professional Conduct for Nurses in Australia, including appropriate levels of supervision and delegation.
- Leads in the development of educational resources for patients/clients and family.
- Provides timely and appropriate response to referrals into the service, with the ability to develop, apply and promote appropriate and innovative models of care.
- Act to ensure formal monitoring processes exist for evaluating whether care has met the patient needs and been delivered as agreed with the patient and multidisciplinary team

3. A Great Place to Learn & Work.

- Demonstrates ability to work independently as a nurse consultant in line with the expectations of the EH Nursing and Domains of Practice.
- Undertakes research and critical analysis in the area of clinical nursing/ expertise and provides evidence to nursing/ and other health teams to ensure service and nursing/ practice benchmarks are achieved.
- Support staff to utilise relevant IT systems, including the HMS database, to manage activity data and ensure timely and accurate data submission to the Department of Health and Human Services, and other relevant agencies.
- Manage and provide assistance to others in prioritisation and completion of tasks such as timely response to referrals, prioritisation of caseloads, completion of necessary statistics and clinical documentation.
- Actively contributes to educational activities for the consumer, nursing/midwifery colleagues and novices and the wider multi-disciplinary team.
 - Leads development & delivery and evaluation of educational materials, and provides formal and informal education at a program and service wide level. Plans and conducts teaching sessions, encouraging participation and reflection on practice and experience
- Disseminates research findings through publication &/or conference presentations in conjunction with research teams. Makes recommendations within the team setting for actioning research

results as appropriate, including contribution to development of a research proposal, grant applications, completion of an ethics application, data analysis & report writing

- Demonstrates strong mentoring skills within the nursing / midwifery and multidisciplinary team and supports succession planning.
- Actively participates in development of a performance development plan that is reviewed annually with their clinical and professional manager, and is measured against and complies with the specific competencies, NSQHS Standards, NMBA professional standards and EH Nursing Midwifery Domains of Practice and EH values
- Model a commitment to continuing professional development and life-long learning

4. A Great Partner with our Communities.

- Acts as a nursing resource person to others in relation to clinical practice, including communication with relevant community and or professional bodies in relation to area of clinical expertise
- Maintains strong links with Eastern Health key stakeholders, particularly the Director of Nursing and Operation of site or Program and the Nursing Executive, Scope of Practice Advisory Council, Practice Development Unit and Nursing Research Unit.
- Act as an ambassador for EH when communicating at local and national professional forums
- As required, contributes to feedback to higher education partners regarding student performance & course content

5. A Great Achiever of Sustainability.

- Exercises appropriate economy in the use of consumable items, linen, equipment and energy and provides reports against budget of same if applicable
- Is responsible for the availability of supplies that are appropriate and in line with the budget framework.
- Participates in organisational strategies with all relevant areas as required.
- Leads recruitment processes for team members, and takes the lead in workforce management.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfill your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas /Key Performance Indicators
- Attachment 3 Eastern Health/Department/Specialty Information & additional position requirements
- Attachment 4 Nursing & Midwifery Domains of Practice Framework

10. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____ Date: ____/____/____
Manager (Rehabilitation and Specialist Clinics) Speciality Medicine and Ambulatory Care

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____ Date: ____/____/____

**ATTACHMENT 1
KEY SELECTION CRITERIA**

Position Title:	Continence Nurse
Award Classification:	Clinical Nurse Consultant Grade 4B
Award / Agreement Name:	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 Victorian Public Mental Health Services Enterprise Agreement 2016-2020
Current Effective Date:	June 2021
Next Review Date:	June 2022
Reports to:	Operationally to Manager (Rehabilitation and Specialist Clinics) Speciality Medicine and Ambulatory Care Professionally to the Director of Nursing and Speciality Medicine and Ambulatory Care

Essential

KEY SELECTION CRITERIA

- Registered Nurse with the Nursing Midwifery Board of Australia (NMBA).
- Post-graduate qualification relevant to area of specialty. eg Graduate Certificate in Urological and Continence Nursing
- Extensive experience in the area of clinical expertise with demonstrated ability to work with a diverse and complex professional workforce.
- Excellent communication skills: written, verbal and interpersonal with demonstrated ability to collaborate and work as an effective team member at a local and organisational level to deliver organisational outcomes.
- Demonstrated ability to work autonomously, utilising well developed critical analysis skills to achieve efficiency and effectiveness
- Demonstrated negotiation, problem solving and analytical skills.
- Demonstrated record of achievement of quality service delivery.
- Membership of relevant specialty Professional Association. eg Continence Foundation of Australia, Continence Nurses Society of Australia
- Proficient in Microsoft applications
- Significant post graduate work experience and expertise in assessment, treatment and management of persons with continence impairment
- Demonstrated ability to act as an advisor and resource person for the management of clients undergoing assessment within the Continence Service
- Demonstrated ability to plan, develop and implement service delivery initiatives to specialist areas which promotes quality client care and optimum organisational outcomes

Desirable

- Previous experience working as a Clinical Nurse Consultant or senior clinical lead role.
- Masters qualification in area of nursing expertise.
- Post-graduate qualifications in leadership and/or management.
- Research, publication and public presentation experience.
- Flexibility in working hours to provide leave cover as negotiated.
- Victorian drivers license.

Behavioural Competencies

- High level of integrity, honesty and commitment.
- Excellent interpersonal skills.
- Innovative and lateral thinking.

- High level of self awareness and emotional intelligence.
- Solution orientated.
- Flexibility and adaptability.
- Self motivation.
- Proven conflict resolution and negotiation skills.
- Enthusiasm, energy and drive.

ATTACHMENT 2

KEY RESULT AREAS / PERFORMANCE INDICATORS

Position Title:	Continence Nurse
Award Classification:	Clinical Nurse Consultant Grade 4B
Award / Agreement Name:	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 Victorian Public Mental Health Services Enterprise Agreement 2016-2020
Current Effective Date:	June 2021
Next Review Date:	June 2022
Reports to:	Operationally to Manager (Rehabilitation and Specialist Clinics) Speciality Medicine and Ambulatory Care Professionally to the Director of Nursing Speciality Medicine and Ambulatory Care

This role involves supporting the Continence Clinic Team Leader performing shared tasks and activities and accepting responsibilities as delegated in the clinic Team Leader's absence and by the line Manager.

CNCs are accountable for achieving and monitoring clinical outcomes in their specific area of expertise, driving best practice and identifying trends in clinical care and practice variances. They include but are not limited to:

Provider of Great Healthcare:

- Role model and provides excellence in clinical care.
- Monitor and acts on Indicators specific to the care delivery of the CNC role which may include, but not limited to:
 - Fall audits
 - Pressure injuries audits
 - Infection rates
 - Infection control audit results
 - SAFE Incidents
 - Risk audits
 - And/or role related indicators
- Ensure adequate level of data maintained regarding:
 - patients/woman/clients seen,
 - education delivered,
 - clinical requirements and time taken
 - variances from normal practice/requirements
 - Ensure accurate recording of VINAH data
 - Maintain excellent documentation standards in line with Ambulatory Services, Eastern Health and professional discipline standards
- In collaboration with line management, review of adverse incidents within identified time frames, with determination of agreed actions and implementation strategy
- Meet key performance clinical targets as set by the Manager (Rehabilitation and Specialist Clinics)

A Great Patient Experience:

- In collaboration with line management, complaints and compliments are reported and responded to within identified timeframes.
- Audit and survey response to service delivery specific to nursing/midwifery.

A Great Place to Learn and Work:

- Ensure own and where applicable, others
 - 100% compliance with annual and area specific core competencies
 - 100% compliance with professional registration requirements
- Evidence a contribution to the education of nursing colleagues, other team members and novices (ie: students or graduates)
- Undertake and implement as directed/required actions of Occupational Health & Safety Audit.
- Undertake and attend clinical supervision where appropriate.
- Evidence the dissemination of knowledge through conference/seminar presentation.
- Evidence a commitment to own ongoing professional development.

A Great Partner with our Communities:

- Evidence a nursing resource role to other key stakeholders in relation to clinical practice and service provision, both internally and externally
- Act as an ambassador for EH through involvement in external networks, student interface and involvement in any recruitment processes

A Great Achiever of Sustainability:

- Be accountable for choosing and promoting sustainable options as applicable in clinical support modes.
- Be responsible for the availability of stock and stores appropriate to the needs of the team and in line with the budget framework
- Support organisational sustainable strategies within all relevant areas

ATTACHMENT 3

Eastern Health/Department/Specialty Information & additional position requirements

Position Title:	Continence Nurse
Award Classification:	Clinical Nurse Consultant Grade 4B
Award / Agreement Name:	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 Victorian Public Mental Health Services Enterprise Agreement 2016-2020
Current Effective Date:	June 2021
Next Review Date:	June 2022
Reports to:	Operationally to Manager (Rehabilitation and Specialist Clinics) Speciality Medicine and Ambulatory Care Professionally to the Director of Nursing Speciality Medicine and Ambulatory Care

Department / Specialty Area	Continence Clinic
Campus / Physical Location	Peter James Centre / Yarra Range Health

SPECIALTY SPECIFIC INFORMATION

Organisational Environment

Eastern Health provides a broad range of acute, subacute aged and mental health services to approximately 800,000 people in the eastern suburbs of Melbourne. Eastern Health has approximately 6,500 staff and covers a geographical area of 2800 sq kms. Eastern Health is affiliated as a teaching health service with Deakin, Latrobe and Monash Universities.

Eastern Health provides health care in the areas of acute care, aged care, rehabilitation within the inpatient and ambulatory setting, community health and mental health from campuses including:

- Angliss Hospital
- Box Hill Hospital
- Healesville Hospital
- Maroondah Hospital
- Peter James Centre
- Wantirna Health
- Yarra Ranges Health – Lilydale
- Yarra Valley Community Health Service

Although this position is initially aligned with a single campus within Eastern Health – there could be an expectation to work at any campus located within the Eastern Health service.

Attachment 4

NURSING & MIDWIFERY DOMAINS OF PRACTICE

The **Nursing Midwifery Domains of Practice** resource has been developed by the Eastern Health Nursing Midwifery Executive using the domains of nursing as identified by Ackerman et al. (1996)(1) and the National Common Health Capability Resource (2013). Its aim is to support the individual clinician by promoting common behaviours and skills which comprise and represent the complex role of nursing and midwifery.

There are five domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives; comprehensive patient care, support of systems, education, research and professional leadership. (See summary at Table 2)

Recognising that the level of skills acquisition will be dependent on nurses and midwives' specific roles and experience, the domains have been referenced to the 'novice to expert' skills acquisition model first developed by Dreyfus(2) and adapted for nursing by Benner.(3)

Behaviours are specified at five different levels, and reflect an increasing degree of autonomy, complexity, awareness and activity being performed.

Table 1: Summary of Behaviour Levels

Novice	Advanced Beginner	Competent	Proficient	Expert
Works within a known and stable context , consulting when abnormalities arise before taking action	Works within a known and stable context , consulting when abnormalities arise	Acts independently in routine situations within scope, and responds to known dilemmas	Acts independently in complex situations within scope, and responds to unknown dilemmas	Provide vision and direction and shape and implement strategies and initiatives that enable others to perform as required

Levels do not equate to roles or hierarchy within the workforce. Instead, the levels reflect what level of behavioural skill is required to achieve the desired care goals or outcomes in a given situation.

Levels should be treated as cumulative, meaning that behavioural indicators at subsequent levels in the scale should be read in conjunction with the behaviours specified at any lower level.

Some levels may serve as an aspirational standard in some instances, rather than accurately reflecting behaviours of current practice. Where a gap exists between current and future practice behavioural skill requirements, there should be aspiration to meet the standard specified to enhance or effectively meet individual and community health needs.

Table 2: Domains of Practice

Domains of Practice				
Direct comprehensive care	Support of systems	Education	Research	Professional leadership
<ul style="list-style-type: none"> • Patient history • Patient assessment • Perform and deliver care • Monitor & Evaluate Care 	<ul style="list-style-type: none"> • Planning for the Future • Safety and Quality • Recruitment & Retention 	<ul style="list-style-type: none"> • Education of patients & families, relationship building • Own professional education • Professional education of others 	<ul style="list-style-type: none"> • Knowledge of research evidence relevant to area of practice • Involvement and dissemination of research 	<ul style="list-style-type: none"> • Professional conduct • Accountability