

POSITION DESCRIPTION

Position Title:	Clinical Support Nurse – KDH
Business Unit/Division:	Office of COO
Award Agreement:	Nurses and Midwives (Victorian Public Sector) Single Interest Employers Enterprise Agreement 2024 -2028
Classification:	RN 28 Clinical Support Nurse
Employment Type:	Part time
Reports to:	Site Director/Director of Nursing - KDH Clinical Education Coordinator
Date Prepared/Updated:	19/08/25

General Role Statement:

The Clinical Support Nurse is an important leader within the clinical team, a role model of excellence in clinical practice and life-long learning. Supporting all level of learners and staff.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

As a member of the KDH Education team, this important role will assist in anticipating and responding to the clinical developmental needs of staff and students across the organisation. Clinically based, the position will report to the Clinical Education Coordinator and work within the Education team to assist and promote safe practice. This role is a clinical leadership position that involves providing clinical support to staff and students across all areas of KDH including: Aged Care, Acute, Perioperative and Urgent Care Centre. Tasks may include student orientation, support and appraisals, in-service education presentation for both staff and students, and competency training and assessment.

This position is responsible for:

The key focus of this role is providing “bedside” support. This may include but is not limited to:

- Demonstrating a high level of clinical decision making with an emphasis on problem identification and solution as well as analysis and interpretation of data
- Maintaining and improving clinical standards while being a positive role model across the organisation
- Supporting staff to maintain effective and compliant infection control practice that is policy related to PPE donning doffing and disposal
- Identifying immediate and ongoing learning and development needs of staff in consultation with the CEC and other members of the Education team
- Promoting evidence-based clinical practice, within existing policies and procedures, while supporting staff across the organisation
- Assisting and encouraging staff to achieve their mandatory training requirements
- Encouraging and supporting clinical staff in their ability to provide appropriate support and guidance for entry level students, graduates and post-graduate nurses
- As directed and supported by the Clinical Education Coordinator, contributing to education/training programs and relevant assessments (such as formative and summative evaluation of program participants)
- Providing timely feedback to staff members, both in a formal and informal context
- Participating in performance management of relevant staff, as directed and supported by the Clinical Education Coordinator

The Clinical Support Nurse may also at times, with the support of the Clinical Education Coordinator, contribute to wider initiatives, such as recruiting graduate nurses or other program participants, or supporting and participating in research projects.

All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Leads by example as a resource person, mentor and clinical leader to all nursing staff
- Participates and demonstrates to lesser experienced staff patient teaching on a planned and informal basis in consultation with the CEC and nurse educators
- Ensure efficient utilisation of available resources
- Actively leads in quality improvement activities

Strategic and Project Management Leadership

- As above and as directed by Clinical Education Coordinator

Organisation-Wide Contribution

- Participates in and/or leads in quality improvement activities throughout the organisation
- Delivers quality, patient centred nursing care, in accordance with hospital policies and procedures.
- Prioritised individualised nursing care to meet patient needs
- Function effectively as a member of the healthcare team
- Act as a clinical role model by providing the highest standard of direct patient care and service
- Accurately documents patient care in accordance with hospital policies and procedures
- Demonstrates sensitivity to the needs of individuals and groups
- Acts as a patient advocate ensuring the rights of individuals/groups are maintained
- Adheres to all aspects of confidentiality in regards to patients, staff and personnel
- Actively seeks advice concerning nursing care activities that are unfamiliar or new

Diversity and Inclusion

- as per AHPRA and NH Code of Conduct

Innovation and Culture Change

- Provision of education and training that demonstrates innovation and participates in change management process and activity as directed by Director of Nursing/Site Director

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- Current AHPRA registration as Registered Nurse
- Postgraduate qualification in specialty area/clinical education
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- Desirable minimum 2 years' experience in clinical education
- Minimum 4 years consolidation in chosen area of nursing
- Relevant experience in clinical education and knowledge of undergraduate programs and supervision

Knowledge, Skills and Behaviours

- Current knowledge of acute/aged care nursing
- Experience in supervision and training
- Qualifications in clinical education and training or equivalent, or working toward
- Highly Effective communication skills
- Excellent team collaborative skills
- High level of enquiry

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: