

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 Community Hospital
- 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
- Mernda Community Hospital

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.

Essential:

- 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.



POSITION DESCRIPTION

Position Title:	Clinical Nurse Consultant – Virtual Pulmonary Rehabilitation Service & COPD
Business Unit/Division:	Division of Medicine
Award Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Classification:	Clinical Nurse Consultant D (ZE4)
Employment Type:	Permanent part time
Reports to:	Clinical Lead Virtual Pulmonary Rehabilitation Service Respiratory Clinical Nurse Consultant / Team leader
Date Prepared/Updated:	December 2025

ROLE STATEMENT

General Role Statement:

The Clinical Nurse Consultant (CNC) will join a multidisciplinary team within the Virtual Pulmonary Rehabilitation Service and a team of CNCs within the Department of Respiratory and Sleep Medicine to provide care for both inpatients and outpatients at Northern Health and state-wide. As a transformative model of care, the Virtual Pulmonary Rehabilitation Service expands access to high-quality, person-centred pulmonary rehabilitation through the use of digital health technologies.

This role will require independent decision-making and clinical management, supported by a multidisciplinary team. A large portion of the role will involve coordinating, supporting and providing direct clinic care for patients chronic respiratory disease enrolled in a Virtual Pulmonary Rehabilitation Program and both inpatients and outpatients with COPD. The position involves the implementation and evaluation of care plans for patients with complex health needs. Development and improvement of novel models-of-care and integration of digital tools to assist with patient care will be a key focus within the role.

This position is responsible for:

Virtual Pulmonary Rehabilitation

- Managing and coordinating care of patients enrolled the Virtual Pulmonary Rehabilitation Service including providing assessment, reviews and education, using telehealth and remote data monitoring
- Collaborating with the multidisciplinary team to develop care plans and to ensure safe and appropriate patient care
- Supporting development and management of asynchronous care and telehealth approaches via a digital care pathway
- Providing virtual (telehealth) care to patients in the community, state-wide
- Collaborating with the multidisciplinary team to develop, educate and implement Action Plans
- Chronic lung disease management and education
- Liaison with community care providers to develop management plans to support patients in the community with chronic respiratory disease
- Data collection - The collection of routine clinical data to ensure timeliness of care as well as delivery of high impact patient outcomes

COPD

- Supporting development of local model of care improvements for patients with COPD including assisted self-management strategies, digital care pathway and remote monitoring processes to actively reduce 30 day and 90 day readmission rates
- Supporting development of local documentation tools to ensure robust performance monitoring of all elements of best practice COPD care delivery across the health service
- Delivery of health coaching to patients with chronic lung disease
- Collection and submission of data to ANZRAP data base and local quality and safety reporting requirements as directed
- Actively develop and support clinical models to ensure sustainable improvements in care to patients with COPD such as the ward based COPD champion model and extension of same across the health service
- Provide effective education and support professional development of nursing staff in the care of patients with COPD
- Actively liaise with the multi-disciplinary team including the Hospital Without Walls Division with a particular focus on HARP

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:

- Lead the Department of Respiratory and Sleep Medicine's provision of outstanding, patient-centred health care.
- Provide effective new staff induction/orientation and professional development to others.
- Actively engage in the wider multidisciplinary team, promoting team-work and respect.
- Comply with professional obligations as described by registration requirements, codes and guidelines of the relevant AHPRA National Board.
- Utilise evidence based/best practice consistent with scope of practice.

- Provide a resource to all staff, as an expert clinician in the speciality that extends to teaching, mentoring and enhancing the role that is required for optimal care and service provision.

Strategic and Project Management Leadership:

- Monitor the Unit's productivity and performance through appropriate efficiency indices e.g. occupancy, length of stay, etc.
- Actively participate in strategic initiatives and quality improvement initiatives across Northern Health.
- Actively engage consumers in service improvement activities as per the NH Partnering with Consumers plan.
- Actively participate in assigned portfolios, working groups and committees.
- Develop and implement patient flow initiatives within the Unit and interfacing departments.
- Contribute to quality improvement through participating in quality activities and projects.

Organisation-Wide Contribution:

- Comply with Legislation, Northern Health By-Laws, Regulations, Policies and Procedures including those relating to: Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Harassment in the Workplace, Equal Employment Opportunity (EEO), and Use of Social Media.
- Promote a culture of risk and "safety first" awareness and ensure risk management strategies and processes are embedded into work practices.
- Demonstrate by example, adherence to and role modelling of the Northern Health values and Staff Code of Conduct.
- Practice within the guidelines and support the achievement of accreditation under the National Safety and Quality Health Care Standards.
- Contribute to quality improvement through participating in quality activities and projects.
- Participate in Safety and Quality education and training as required across Northern Health.
- Record and report all clinical and non-clinical incidents
- Encourage utilisation of, and participate in, the patient complaint process as a means to improve the quality and safety of care.
- Comply with all the relevant legislations including the Australian Nursing & Midwifery Council Code of Professional Conduct for Nurses in Australia and Code of Ethics for Nurses in Australia.
- Ensure equipment is maintained and replacement planned in accordance to NH policies and procedures.
- Support the Unit's budget development and ensure financial management consistent with the NH delegations policy.
- Facilitate and participate in team communication and decision-making strategies that support the Unit's and organisation's objectives.
- Ensure patient incidents are recorded on RiskMan, appropriately investigated, and corrective actions taken where required.
- Contribute to the development of clinical care standards and nursing policies, procedures and protocols across the unit.
- Utilise opportunities for research to inform standards of care and quality improvement projects.
- Ensures all activities comply with Northern Health policies and procedures and contributes to the development and update of policies and procedures as required.
- Actively engages in performance development and self-directed learning and achieves annual performance development goals.
- Complete mandatory training relevant to the role and discipline.
- Participate in performance review including establishing and working toward achievement of a professional development plan.
- Ensure patient record management meets all legal, professional and organisational standards.
- Encourage utilisation of, and participate in, the patient experience process as a means to improve the quality and safety of care.

Diversity and Inclusion:

- Conduct self in a way that is respectful of others.
- Support achievement of Northern Health's Cultural Responsiveness Plan
- <https://intranet.nh.org.au/departments-and-services/transcultural-language-services/about-us/northern-health-cultural-responsiveness-plan-2/>
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity.
- Utilise patient and carer feedback to inform the delivery of patient-centred care.

Innovation and Culture Change:

- Actively engages in organisational change and transformation processes.
- Promotes a culture of person-centred care.
- Enable empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure.
- Displays an innovative mindset.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Current registration as a Registered Nurse with AHPRA.
- Postgraduate qualification in intensive/critical care, emergency, respiratory nursing or a related field, or working towards completion.
- Minimum eight years full-time equivalent post-registration experience.

Experience and Clinical Capability:

- Recent experience in respiratory nursing and demonstrated competence in managing people with COPD and other chronic lung diseases.
- Experience in pulmonary rehabilitation, including assessment, education and development of personalised care plans.
- Advanced clinical assessment, critical thinking and problem-solving skills, with confidence in autonomous decision making.
- Demonstrated ability to support patients with complex needs using evidence-based chronic disease management approaches.

Digital Health and Virtual Care

- Ability to deliver care using telehealth, remote monitoring and digital platforms, or a strong willingness to rapidly develop this capability.
- High digital literacy and the ability to learn and use new applications, systems and devices required for virtual care.
- Ability to support patients to use digital tools, track symptoms and engage in supported self-management.

Leadership, Education and Collaboration

- Demonstrated ability to work effectively within multidisciplinary teams and lead change to improve care.
- Experience mentoring, supervising and supporting the professional development of nurses and students.

- Strong communication skills, with the ability to coach and educate patients, families and staff in both virtual and in-person settings
- Ability to engage with consumers to improve care pathways and support safe, person-centred practice.

Quality, Safety and Evaluation

- Commitment to quality and safety, with experience contributing to service improvement or implementing new models of care.
- Ability to maintain accurate documentation, contribute to data collection and support monitoring against best-practice standards, including COPD Clinical Care Standard requirements.
- Understanding of the needs of culturally and linguistically diverse communities.

Desirable

- Experience delivering telehealth or asynchronous models of care.
- Experience in chronic disease self-management programs, health coaching or motivational interviewing.
- Experience with smoking cessation counselling or willingness to undertake training.
- Experience contributing to research, service redesign or evaluation projects.
- Understanding of Value-Based Healthcare principles, including the use of outcomes and patient-reported measures.
- Experience working within statewide or cross-site services
- Experience supporting capability building in virtual care or digital literacy among clinical staff.

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: