

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
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- 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:	Outpatients Clinical Nurse Consultant
Business Unit/Division:	Division of Community Hospitals and Outpatient Services
Award Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification:	Clinical Consultant C
Employment Type:	As per contract. Full time or Part time options considered.
Reports to:	Nurse Unit Manager Outpatient Services – Craigieburn Community Hospital
Date Prepared/Updated:	October 2025

ROLE STATEMENT

General Role Statement:

The Outpatient Clinical Nurse Consultant (CNC) will work collaboratively with the Divisional Directors, Heads of Unit and other clinical and administrative staff to ensure the efficient and safe functioning of a specialty portfolio(s). The CNC, along with the Nurse Unit Manager, will actively participate in and support strategic initiatives that work toward meeting the needs of Northern Health as a whole, such as meeting National Safety and Quality Health Service Standards. The CNC is required to mentor and provide direct clinical support and instruction to both Registered and Enrolled nursing staff, and to support administrative staff in regards to specialty portfolios. The CNC role is 'multi-ward' based and will be required to work at any of the Northern Health sites as directed, in accordance with business and organisational demands and priorities.

This CNC role will support clinical auditing of the Outpatient Surgical Waiting List. This position has been created in direct response to current waitlist demands. It will support a targeted project to review, manage, and streamline patient referrals and waitlists. The role will ensure accurate data collection, appropriate referral management, and the presentation of project outcomes at completion. This role will involve:

Pre-auditing waitlists

- Reviewing existing patient waitlists
- Conducting clinical reviews of patient information and referrals received.
- Ensuring referrals are appropriate, complete, and prioritized correctly.

Patient communication

- Making telephone contact with patients to gather additional information.
- Clarifying referral details and patient needs.
- Providing guidance on next steps in the referral process.

Referral management

- Updating records based on new information.
- Coordinating appropriate referral pathways.
- Supporting timely access to care by managing patient flow.

- This role will be based primarily at Craigieburn Community Hospital or Broadmeadows Hospital, but travel to other sites may be required.

This position is inclusive of and maybe responsible for:

- Experience and good working knowledge of outpatients and clinical waitlist audits and a comprehensive understanding of patients with surgical conditions and associated procedural care.
- Develop, implement, and evaluate evidence-based practice guidelines and protocols specific within allocated portfolio.
- Coordinate and lead multidisciplinary teams to ensure comprehensive and cohesive care.
- Conduct comprehensive assessments of patients and develop individualised care plans.
- Monitor patient progress, address any complications, and adjust care plans as necessary.
- Educate and mentor nursing staff and other healthcare professionals in women's health best practices. while supporting patients, staff and students
- Participate in clinical research, quality improvement initiatives, and apply findings to clinical practice.
- Develop and deliver education programs for patients, families, and healthcare professionals.
- Ensure compliance with all relevant health regulations, standards, and clinic policies.
- Advocate for women's health issues within the healthcare facility and the wider community.
- Lead service improvement activities and professional practice associated with designated portfolio.
- Complete Nurse led Triage following endorsed Triage criteria, signed off by Head of Unit. Approved triage criteria must be uploaded and available via PROMPT.
- Establish and coordinate nurse led clinics. Nurse Led Clinic Criteria approved by Head of Unit and available on PROMPT.
- Assist with clinical Waitlist Audits as required.
- Provide nursing support, leadership to both Registered and Enrolled nursing staff across all Northern Health Outpatient Sites.
- Assume responsibility and authority of any Northern Health Outpatients site, as directed by the NUM.
- Cover for the Nurse Unit Manager, during periods of leave.
- Complete referral management and coordination of designated portfolio
- Acting as key contact for portfolio enquiries such as clerical, medical, nursing, GP's, Allied Health, Surgical Liaison Nurses, Personal Assistant's, Helpdesk email, patients and Registration Team.
- Phone consultation with GP's and patients to avoid unnecessary Emergency Department presentations
- Assistance with staff and patient immunisation
- Attend Code Blue as per allocation and scope of practice
- Review models of care in partnership with the Patient Experience team to maximise a positive patient experience within designated portfolio
- Work up of urgent patients including radiology and pathology requirements.
- Management of hyper-urgent (within 5 days) referrals
- Clinical role model, providing the highest standard of direct consumer/patient care, professional standards and customer service.
- Undertaking appropriate and timely documentation/ data entry pertaining to all aspects of the role
- Participate in recruitment of nursing staff within the department in partnership with ANUM/NUM

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 Unit's provision of outstanding, patient-centred healthcare.
- Provides effective new staff induction/orientation and professional development to others.
- Actively engages 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 specialty 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 Specialty's productivity and performance via the Specialist Clinics dashboard.
- Actively participates in strategic initiatives and quality improvement initiatives across Northern Health
- Actively engages consumers in service improvement activities as per the NH Partnering with Consumers plan
- Actively participates in assigned portfolios, working groups and committees
- 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 Risk man, 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

- Conducts 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-languageservices/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 mind-set.

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Registered Nurse with current APHRA registration.
- Relevant post graduate qualification.
- Highly developed written and verbal communication.
- Highly developed ICT skills, comprehensive working knowledge of Northern Health software (CPF, iPM, EMR, Excel, Q Flow)

- Ability to collate and present data and KPIs using Northern Health Reporting tools as well as Microsoft suite
- 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.
- All Key Personnel under the *Aged Care Act 1997* and related legislation, must complete an annual Key Personnel Suitability Assessment, notify MyChecks@nh.org.au within 14 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations – added is if required from front page

Experience

- Minimum five years full time equivalent post registration experience.

Knowledge, Skills and Behaviours

- Advanced assessment, problem solving, critical thinking and organisational skills.
- Maintains clinical knowledge, skills and attributes appropriate to their practice.
- Provides compassionate patient-centred care.
- Demonstrates commitment to quality and safety, together with strategies to address service access.
- High level of reliability and professional conduct.
- Able to respond to individual patient health and educational needs.
- Demonstrated ability to work in collaboration with members of interdisciplinary teams.
- Able to communicate effectively with team members and colleagues.
- Maintains clinical and administrative documents accurately.
- Commitment to ongoing professional development.
- An understanding of culturally and linguistically diverse communities.
- Facilitates continuity of patient care through effective communication and handover of relevant information.

Desirable

- Demonstrated ability to develop and support the growth of others, including experience in both clinical and line management supervision.
- An understanding of strategic thinking, planning and service development concepts.
- Additional clinical education and training.
- Demonstrated project management skills.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: