

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.
- All *Responsible Person* under the *Aged Care Act 2024* or *Key Personnel* under the *2013 NDIS Act*, must complete an annual Suitability Assessment, notify MyKPRP@nh.org.au within 5 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.



POSITION DESCRIPTION

Position Title:	Clinical Nurse Consultant Continence (Registered Nurse)
Key Personnel/Responsible Person:	Yes
Business Unit/Division:	Hospital Without Walls
Award Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification:	CAPR 3.2 (Gr 4 B) Clinical Nurse Consultant
Employment Type:	Part Time Permanent
Reports to:	Team Leader Continence Nursing
Date Prepared/Updated:	3/11/2025

ROLE STATEMENT

General Role Statement:

The Clinical Nurse Consultant Continence – is a Registered Nurse Division 1 who is appointed to provide an expert clinical resource, encompassing clinical service provision and clinical leadership, who undertakes research and development, service planning and education activities to meet clinical needs across Northern Health, for the Northern Community.

Clients referred for Continence nursing management may be managed under the Commonwealth Home Support Program (CHSP), the Home and Community Care Program for Younger People, The National Disability Insurance Scheme (NDIS) or the Health Independence Program (HIP). Clients of all ages (including children aged over 5 years) are managed through the continence services at Northern Health and the Continence Nurses are provided the opportunity with working across age groups and funding streams.

The Continence Clinical Nurse Consultant works to ensure that clients are managed through the service in a timely and positive manner. The Continence nurse is responsible for undertaking assessments with clients referred for management of their continence. Based on assessment the nurse will develop a goal-oriented management plan which is reviewed on a regular basis. In addition, this position collaborates closely with the multi-disciplinary team and associated services, as well as consulting with relevant service providers and clinicians. Clients may be seen in the centre or at home. The nursing role is pivotal in leading and supporting the provision of evidence-based care and service development within the areas of Continence and Aged Care.

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

Clinical Care

The CNC is responsible for:

- Understanding the different funding streams through which continence clients may be managed and complying with requirements for client care within these areas (including Age Care Standards, NDIS standards, National Standards).
- Undertaking clinical assessments, providing intervention and education to clients and carers
- Assessing the patients overall care needs and developing a care plan in conjunction with the multidisciplinary team, the patient and significant others
- Working with key medical staff and multidisciplinary team to ensure clients are linked to evidence based, best practice management.
- Assisting medical assessments, as required
- Presenting patients at a case conference and contributing to a multidisciplinary case review where appropriate
- Working closely with the Community Access Service, referrers, GPs, and other relevant services to ensure that patients are referred to the service in a timely manner
- Participation in the evaluation of aids used in treating clients with elimination problems
- Acts as a positive role model and expert clinical resource person for clinicians, patients and their significant others and the wider community as appropriate
- Documentation meets legal, professional and organisational standards, and all patient and staff related records and documents are stored and managed in accordance with policy

Strategic and Project Management Leadership:

- Utilise opportunities for research to inform standards of care and quality improvement projects.
- Contribute to quality improvement through participating in quality activities and projects.
- Contribute to the development of clinical care standards and nursing policies, procedures and protocols.
- Undertake professional development to enable the provision of excellent health care, including completion of mandatory training

Organisation-Wide Contribution:

- Work with team to achieve service targets and KPIs to ensure financial viability of service and to develop strategies as required to manage variances or shortfalls in activity
- Completes accurate and timely health service data and statistical information as directed, within nominated timelines
- Providing professional leadership to nursing staff and students as well as education to staff regarding continence and geriatric management
- Develops education packages and programs to enhance the credentials of other health practitioners, and educate carers and other relevant groups within the community.
- Facilitate and participate in team communication and decision making strategies that support the Unit's and organisation's objectives.
- Ensure equipment is maintained and replacement planned.

Diversity and Inclusion:

- Commit to the principles of Person-Centred Care and to embedding these principles in all elements of service provision.
- Exhibit customer service behaviours in all interactions with internal and external customers.
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan.
- Promote a physical and psychosocial environment which promotes the safety and wellness of staff.

Innovation and Culture Change:

- Ensure patient record management meets legal, professional and organisational standards.
- Ensure patient incidents are recorded on Riskman, appropriately investigated, and corrective actions taken where required.
- Utilise patient and carer feedback to inform the delivery of patient-centred care. Promote a physical and psychosocial environment which promotes the safety and wellness of staff.
- Promote a unit culture of optimism, innovation, encouragement, learning and creativity

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Current AHPRA registration as a Registered Nurse
- Holds specific postgraduate qualifications or equivalent educational preparation in the area of Continence Nursing.
- Current driver's licence
- Current Aged Care National Police and Working with Children History Check or NDIS workers check. Note that if successful the applicant will be required to apply for an NDIS Workers Check in lieu of an Aged Care Police Check and Working with Children's 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:

- Clinical experience within the community setting
- Specialist clinical experience and knowledge in the management of continence problems in children and adults
- A demonstrated ability to deliver responsive, evidence-based care

Knowledge, Skills and Behaviours:

- Demonstrated high level of knowledge of services available for continence management
- Exceptional communication and customer service skills
- Demonstrated high level problem solving and planning ability
- Clinical knowledge and skills in the area of aged care and disability
- Experience in conflict management/negotiations
- Act as a patient advocate to ensure consumer participation in all care/service planning
- Flexible and change oriented
- Demonstrated ability to work autonomously and as part of a team
- Knowledge of the Health Independence Programs and CHSP and NDIS services
- Understanding of accreditation processes for Aged Care Standards, National Disability Insurance Scheme (NDIS) and National Safety and Quality Health Service Standards (NSQHS)

Employee Declaration

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

Signature: Date: