

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:	Clinical Support Nurse- Virtual Emergency Department
Business Unit/Division:	Clinical Support Nurse- Virtual Emergency Department
Award Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification:	RN28 Clinical Support Nurse
Employment Type:	Permanent Part-Time- Ongoing
Reports to:	VED Nurse Unit Manager
Date Prepared/Updated:	July 2026

ROLE STATEMENT

General Role Statement:

The Clinical Support Nurse (CSN) is an important leader within the Virtual Emergency Department (VED) team, and a role model of excellence in practice and life-long learning. This role is to support the education needs of the VED within Northern Health. The role will support the VED workforce to build capability through staff education and ongoing training and support.

This position is responsible for:

As a member of the VED Education team, this important role will primarily assist in anticipating and responding to the educational needs of the VED within Northern Health. The role will support the VED workforce to build capability through staff education and training support. This role involves supporting performance review by facilitating appropriate appraisal processes and providing formative and summative feedback as required.

Onsite requirements in Epping may be required to facilitate staff education at times.

The key focus of this role is providing support in the VED. This may include but is not limited to:

- Supporting staff or students to make clinical decisions within their individual scope of practice
- Identifying immediate and ongoing learning and development needs of staff or students in consultation with Nurse Unit Managers, Clinical Nurse Educator and other members of the team
- Promoting evidence-based practice, within existing policies and procedures, while supporting staff and students within the VED
- Assisting and encouraging staff to achieve their mandatory training requirements
- Encouraging and supporting virtual emergency staff in their ability to provide appropriate support and guidance for entry level students, graduates and post-graduate nurses within the VED
- As directed and supported by the Clinical Nurse Educator, contributing to education/training programs and relevant assessments (such as formative and summative evaluation of program participants)
- Providing timely feedback to students and staff members, both in a formal and informal context
- Promoting participation in relevant internal and external education/training programs
- Participating in performance management of staff, as directed and supported by the Nurse Unit Managers/ Clinical Nurse Educator
- Maintaining appropriate documentation and data pertaining to the nurse/student within the VED
- Operate within clinical operations of VED as required in consultation with the Nurse Unit Managers/ Clinical Nurse Educator

- The Clinical Support Nurse may also at times, with the support of the Nurse Unit Managers and Clinical Nurse Educator, contribute to wider initiatives, such as recruitment, 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

- As above

Strategic and Project Management Leadership

- As above and as directed by the Nurse Unit Manager/ Clinical Nurse Educator

Organisation-Wide Contribution

- As above and as directed by the Nurse Unit Manager/ Clinical Nurse Educator

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 the Nurse Unit Manager/ Clinical Nurse Educator

SELECTION CRITERIA

Qualifications, Registrations and Qualities:**Essential**

- Current Registration as Registered Nurse, Division 1, with AHPRA

- Post graduate qualification in critical care specialty
- Current National Police and Working with Children History Check.
- Must possess excellent communication skills, written and verbal
- Must be able to demonstrate sound clinical assessments and analysis, and implement appropriate health care processes
- Proficient IT skills - Must be computer literate, able to access and utilise all Northern Health IT systems which are relevant to completion of duties.

Experience:**Essential**

- Minimum 4 years recent experience in a critical care setting such as Emergency or Intensive Care
- Relevant experience in clinical education and knowledge of education programs and supervision

Desirable

- Experience working and clinically assessing paediatric patients

Knowledge, Skills and Behaviours:

- Demonstrated proficiency and competency in advanced patient assessment
- Must possess excellent communication skills, written and verbal
- Must be able to demonstrate sound clinical assessments and analysis, and implement appropriate health care processes
- Excellent team collaborative skills
- High level of enquiry
- Proven ability to work autonomously and pro-actively respond to the learning needs of staff within the VED
- Follows legislation, policies, guidelines and codes of conduct applicable to the role
- Actively demonstrates and promotes the Northern Health Values of Kind and Together
- Is aware of own response to pressure, conflict or change, seeking support when needed
- Escalates all clinical, patients' staff and environmental concerns in a timely and safe manner.
- Applies sector knowledge in the context risk mitigation within own position
- Operational Efficiency
- Ensures that patient, consumers and staff needs are met to agreed standards and timelines
- Responds promptly to request, queries and complaints

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: