

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 - Projects
Business Unit/Division:	Division of Surgery, Community Hospitals and Outpatient Services
Award Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification:	Clinical Nurse Consultant, Classification dependent on experience
Employment Type:	Part Time Fixed Term
Reports to:	Nurse Unit Manager Outpatient Services
Date Prepared/Updated:	August 2026

ROLE STATEMENT

General Role Statement:

The Outpatient Clinical Nurse Consultant (CNC) will work collaboratively with the Divisional Directors, Heads of Unit, Medical Specialists, Nurse Unit Manager, Project Officer, and other clinical and administrative staff to support the development, implementation and evaluation of nurse-led outpatient clinics across Northern Health. The CNC, along with the Nurse Unit Manager, will actively participate in and support strategic initiatives aimed at improving specialist care outcomes, reducing unnecessary review appointments, improving patient access, and supporting sustainable models of care in accordance with National Safety and Quality Health Service Standards.

The CNC is required to provide expert clinical leadership, education, mentorship and support to nursing, medical and administrative staff associated with the nurse-led clinic program. The CNC role is multi-site and may be required to work across all Northern Health campuses in accordance with operational requirements and project priorities.

This CNC position has been established as part of the Improving Specialist Care Outcomes Initiative and will support the implementation and expansion of nurse-led clinics within Medical Services specialties. The role will focus on developing evidence-based clinical pathways, establishing governance frameworks, supporting workforce development, and implementing alternative models of care that enable appropriate substitution of specialist medical review appointments with nurse-led reviews.

This position is responsible for:

- Developing, implementing and evaluating nurse-led clinic models across designated Medical Services specialties.
- Developing evidence-based clinical protocols, pathways, escalation criteria and discharge processes.
- Evaluate existing Clinical Nurse Consultant resources, scope of practice, clinic activity and workforce capabilities to identify opportunities for expansion of nurse-led clinics and alternative models of care across Medical Services specialties
- Coordinating multidisciplinary care to support safe and effective patient management.
- Providing education, mentorship and clinical support to nursing staff, students and multidisciplinary teams.
- Participating in clinical research and quality improvement initiatives.

- Ensuring compliance with all relevant legislation, standards, policies and governance requirements.
- Providing leadership and clinical support across Northern Health Outpatient Services.
- Acting as a key contact for medical, nursing, clerical, GP, allied health and patient enquiries.
- Working collaboratively with specialist medical units to support implementation of alternative models of care.
- Reviewing patient experience outcomes and contributing to service redesign initiatives.
- Monitoring project activity, service utilisation and outcome measures.
- Contributing to project reporting, evaluation and sustainability planning.
- Acting as a clinical role model, demonstrating high standards of patient-centred care, professional practice and customer service.

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

- 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, i.PM, 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.

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: