

POSITION DESCRIPTION

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| Date | January 2023 |
| Position Title | Clinical Nurse Manager, Palliative Ward |
| Division | Clinical Services |
| Reports to | Executive Manager, Clinical Operations |

SECTION 1

Mission, Vision, and Values

Mission: - To deliver the highest quality healthcare experience for patients

Vision: - To be the preferred choice of Doctors, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care

Values: Bethesda Health Care is committed to the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God’s love through a caring expression of kindness, tolerance, and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in how they work, live the positive behaviours described in the Bethesda Health Care Code of Conduct, and contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary and Role Purpose

The purpose of the position is to manage the operations and governance of the inpatient Palliative Care Unit. This position provides leadership to all staff working in the department and supports and promotes process improvement activities within the Unit, including management of quality, compliance, and risk to ensure optimal patient safety.

SECTION 3

Key Working Relationships

| INTERNAL | EXTERNAL |
|---------------------------------------|--|
| Chief Executive Officer | Consumers, Support networks and Family Members |
| Executive Team | Surgeons and Doctors |
| Department Managers | ACHS |
| Clinical Nurse Managers | Department of Health WA |
| All staff | Industry Peak Bodies |
| Ministers of Religion and Counsellors | Nursing Agencies, Suppliers of Medical related Goods, Services and Equipment |

SECTION 4

Key Tasks, Responsibilities, Outcomes and Activities

- Communicate consistently and effectively across the multidisciplinary team whilst leading and managing to promote a transparent supportive environment that is focused on the delivery of high-quality health care and strong patient outcomes
- Ensure the smooth, safe, and appropriate management of the Unit in the short, medium, and long-term
- Responsible for ensuring adequate staffing levels and skill mix in the Unit at all times
- Lead the Unit in identifying and providing support to relatives and friends of patients, maintaining confidentiality at all times, and ensuring good relationships with patients and relatives by providing frequent contact and availability
- Actively manage the recruitment, selection, and orientation of staff within the Unit
- Participate in the development of the Palliative Care Unit in line with operational contracts and relevant obligations
- Understand the resource requirements across the Palliative Care Unit and coordinate all aspects of human resources
- Preparation of budgets and fiscal management
- Developing, implementing, and monitoring policies and objectives promoting evidence-based practice and compliance with relevant professional, industrial, and legislative requirements as they apply to the Palliative Care Unit
- Consistently develop, monitor, review and take action to ensure material and human resource levels are within agreed budget parameters
- Lead and participate in, contribute to, and implement quality improvement and risk management in all aspects of the Palliative Care Unit
- Develop and implement business plans and strategies to facilitate effective utilisation of allocated human, financial and physical resources consistent with the Clinical Unit
- Undertake annual development reviews in accordance with the organisation's policies
- Identify and implement appropriate training initiatives and development opportunities for all staff, including ensuring all staff are compliant with orientation and mandatory training requirements
- Responsible for ensuring clinical procedures and all elements of the Unit's nursing practice are current, best practice and evidence-based
- Responsible for reporting, investigating and action planning in relation to all clinical incidents, near misses and complaints, liaising with Executive Manager, Clinical Operations as appropriate
- Accept individual responsibility and accountability for own performance and professional development
- Oversee delivery of clinical care to ensure patient safety and quality of clinical services, including through attendance and involvement in departmental handover
- Coach and support staff through operational and change initiatives
- Liaise with clinicians external to the service to ensure that services are meeting the needs of the referrers and the community
- Promote Bethesda Palliative Care services, representing the service and organisation across relevant networks
- Coordinate clinical placements for nursing students, PEPA visitors
- Undertake other duties/responsibilities as directed by the Executive Manager, Clinical Operations

SECTION 5
Health, Safety, and the Environment

- Adhere to policies, procedures, and standard operating procedures
- Report incidents, hazards, and injuries
- Use personal protective equipment as required and directed
- Raise OSH issues with OSH representative/s and introduce change
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment
- Perform hand hygiene
- Support staff well being

SECTION 6
Governance, Quality and Risk

- Record initiatives and issues in the local incident management system
- Abide by Bethesda Health Care's Code of Conduct, Work Health and Safety legislation, Equal Opportunity Act
- Complete mandatory training, participates in development reviews and support the performance of others

SECTION 7
Partnering with the Consumer

- Support the delivery of safe patient care and the consumer experience
- Acknowledge and involve patients with their care, respond to queries, and provide assistance as appropriate, encouraging the use of formal feedback systems.

SECTION 8
Selection Criteria

Essential

- Registered Nurse qualification with current national registration
- Current Police Check and Working with Children Check (no more than six months old)
- Demonstrated advanced knowledge, experience, and skills in nursing management and/or palliative care
- Demonstrated advanced level of interpersonal and communication skills, negotiation and problem-solving skills whilst working within an interdisciplinary team
- Demonstrated experience in driving change in complex environments and managing stakeholders in a manner consistent with the Bethesda Health Care values
- Demonstrated ability to manage financial and material resources within fiscal constraints
- Demonstrated knowledge and application of human resource principles
- Demonstrated significant knowledge & application of research & best practice principles and experience in undertaking activities utilising the quality review and risk management principles in alignment with the National Safety and Quality Health Services Standards

Desirable

- Possession of or significant progression toward attainment of a post-graduate qualification in area of specialty

SECTION 9
Acceptance of Position Description

Employee

Date