

Position Description

Title:	Clinical Nurse Specialist
Department:	Clinical Services
Reporting to:	Nurse Unit Manager
Employment conditions:	MUH & NSWNA - Enterprise Agreement
Last reviewed:	14 March 2011

About the role:

The Clinical Nurse Specialist supports the Nurse Unit Manager in providing day to day leadership and management on a Unit. They ensure the delivery of high quality care in accordance with legislative requirements and professional guidelines. The Clinical Nurse Speciality assists the Nurse Unit Manager through maintaining a focus in the areas of achieving optimal patient outcomes, exceeding customer expectations, supporting team integrity and fostering achievement within the Unit.

About the Hospital:

Macquarie University Hospital is Australia's first and only private not-for-profit teaching hospital located on a University campus. The Hospital support for the Australian School of Advanced Medicine and our commitment to patient care is captured by our purpose: *heal, learn, discover*. Our vision for the hospital is to be recognised as the country's finest private health facility. Built to exacting standards, equipped with the best available tools and technology and staffed by a superior team of caring professionals the Hospital is well positioned to become Australia's leading private health care provider.

Key Responsibilities of the Role

Leadership

- Strong leadership skills, taking the initiative in resolving issues/problems
- Problem solving in the position will relate primarily to stakeholder management, ensuring that multiple people with different agendas are working efficiently to the same end.
- The occupant of this position will be expected to operate with limited guidance and will be expected to make a significant contribution to the development of strategy as well as its implementation.

Customer Service

- Maintains good customer relations
- Ensures competency by supporting junior staff in the Unit
- Service concerns are addressed in a timely manner
- Motivated and committed contributor
- Effective team-player

Technical skills and application

- Assist the Nurse Unit Manager in the delivery of the Unit orientation program for new staff
- Assists with the development of competencies for the different clinical work areas
- Adopts a consultative approach within a multi-disciplinary work environment
- Assists with the development and review of hospital policies
- Assists with leading and managing the care unit/area, including shift coordination
- Provides advanced, complex patient care within the area of specialty and facilitates staff development in the same
- Participates in policy development as required
- Assists with the orientation and support for new staff
- Adopts a consultative approach within a multi-disciplinary work environment
- Mandatory education is completed annually
- Adheres to hospital policies and procedures at all times
- Ensures that incidents are reported in a timely manner
- Participates in the "on call" roster for the department, where required
- Works all shifts including afternoon, evening, nights and weekends.
- Usage of the Macquarie University Hospital's IT systems is in line with the authorization granted to this position – please refer to the IT policy for further information on access levels.
- Regularly meets with the applicable Nurse Unit Manager to assess their needs

Personal and Professional Development

- Continually develops both personally and professionally to meet the changing needs of career and industry
- Attends all mandatory training sessions provided by the Hospital and is actively involved in other training and development as required
- Actively participates in the Performance & Development Management process as required
- Evaluates own performance to identify strengths and areas where professional development can occur
- Assists staff in completing annual competency training
- Develops effective networking opportunities with other health professionals

Teamwork and Communication

- Practices according to the aims, objectives and core values of Macquarie University Hospital
- Demonstrates a willingness to work positively within a team to achieve team goals and the provision of excellence in care/service delivery
- Demonstrates and practices effective verbal, non-verbal and written communication skills and actively develops good listening skills
- Provides the opportunity for the development and growth of others

Continuous Improvement

- Demonstrates a commitment to quality improvement and takes an active role in the ISO Certification process to meet ISO9001 standards incorporating Core Standards for Safety and Quality.
- Initiates and contributes to quality activities
- Participates in and contributes to occupational health and safety activities to ensure a safe work environment for clients, community, staff and visitors
- Complies with each and every policy and procedure relevant to this position to ensure the effective and safe operation of the hospital and the welfare and interests of all employees.

Administration and Documentation

- Ensures that all documentation is accurate and completed in a professional and timely manner
- Ensures incidences are reported accurately and in a timely manner
- Reviews and evaluates reported incidents and manages risk as per policy
- Evaluates performance in a planned and systematic way and seeks feedback from customers in relation to the service delivered by the unit.

Occupational Health and Safety

- Complies with obligations under New South Wales Occupational Health & Safety Act 2000
- An employee must, while at work, take reasonable care for the health and safety of people who are at the employee's place of work and who may be affected by the employee's acts or omissions at work.
- An employee must, while at work, co-operate with his or her employer or other person so far as is necessary to enable compliance with any requirement under this Act or the regulations that is imposed in the interests of health, safety and welfare on the employer or any other person.

Values

The five values described below capture the essence of the Hospital's culture and play an important role in the way we assess the performance of our teams, staff and managers.

Excellence

We attain excellence by putting patients first, by taking pride in our work, and by attending to detail. As an organization and as individuals we will recognise and reward excellence in our team. Our commitment to excellence means doing everything as well as it can possibly be done. Every role at the Hospital contributes in some way to patient care and so our commitment applies to every member of staff.

Teamwork & leadership

We recognise and value the importance of teamwork and leadership. Excellent teams are supported by leaders that inspire and motivate them. We expect managers to set standards of behaviour for others to follow and will work to consistently foster the attributes of teamwork and leadership in all of our staff.

Care & professionalism

Caring for patients is our first priority and is a responsibility shared by the entire staff. We respect the dignity of our patients and treat them and their families with grace and compassion. The Hospital is a close community and we strive to provide a safe environment for patients, staff and visitors. We also respect and care for our staff and colleagues. Recognising the value that each of us brings to a team we treat others equally and in the way that we wish to be treated.

Accountability & effectiveness

As members of the Hospital community, we are accountable as individuals for our decisions and actions. We understand that we are all responsible for delivering outcomes on a daily basis that improve the lives of patients and contribute toward achievement of the Hospital's vision. Holding each other accountable for these outcomes is a shared responsibility that we take seriously. Though managers ensure that roles and responsibilities are clearly assigned, we expect staff to exercise initiative, discretion and proactivity in carrying out their duties. This will sometimes mean doing things which do not fall neatly into our day-to-day roles.

Integrity & Honesty

We are committed to integrity and honesty as cornerstones of our relationship with each other, our patients and the community. Accordingly we hold ourselves and our colleagues to the highest standards of professional and personal conduct. Our expectations of behaviour are clearly set out in our Code of Conduct.

Objectives and Performance Measures

1. Demonstrated professional/positive behavior
2. Assists in the delivery of the hospital orientation program for all staff
3. Annual education plan formulated for the specific unit
4. Participates in ISO preparation, auditing processes and continual improvement activities.

Skills and Competencies

1. Registered Nurse with the Australian Health Practitioner Regulation Agency
2. Relevant post-basic qualification with 12 months experience in specialty area, or
3. Four years post-basic registration experience with at least 2 years in the applicable area of specialty Excellent communication and interpersonal skills
4. Excellent communication and interpersonal skills
5. Experience within the private health sector

Our responsibilities

As an employer, Macquarie University Hospital will:

1. Provide a safe environment for work
2. Provide equipment that minimizes the risk of harm
3. Treat your personal information with care and discretion
4. Pay you promptly and accurately for the work you have done
5. Provide opportunities for you to develop over time
6. Provide clean amenities for your use while at work
7. Support your health and wellness
8. Provide diligent and timely management of your work

Your responsibilities

As an employee of Macquarie University Hospital, it is your responsibility to:

1. Read and comply with the Hospital's Code of Conduct
2. Read and comply with the Hospital's policies, procedures and guidelines
3. Carry out your duties safe and diligent manner
4. Notify your manager of any risks you identify in the course of your duties
5. Actively participate in quality and safety activities
6. Actively pursue opportunities for professional development and growth
7. Communicate clearly and politely
8. Actively protect the privacy and security of Hospital information
9. Use equipment and devices for their intended purpose and only after training
10. Check your pay and notify the Hospital promptly of over or under payments

Agreement

I hereby confirm that:

I have read this position description

- I understand the role for which I am being employed
- I have read the Hospital's Code of Conduct

Employee's signature

Manager's signature

