

## Position Description

<b>Position Title:</b>	Clinical Nurse Specialist . Wards, Specialty Units, Operating Suite
<b>Reports To:</b>	Nurse Unit Manager
<b>Position Summary:</b>	Provides quality nursing care to patients based on best practice.
<b>Qualifications/Key Selection Criteria</b>	
Essential:	<ul style="list-style-type: none"> <li>• State Registered Nurse with the New South Wales Nurses Registration Board <i>and</i> either;</li> <li>• Relevant post-basic qualification with 12 months experience in specialty area, or</li> <li>• Four years post-basic registration experience with at least 2 years in the applicable area of specialty</li> </ul>
Desirable:	<ul style="list-style-type: none"> <li>• Experience within the private health sector</li> </ul>
<b>Key Performance Criteria</b> (e.g.: Leadership / Problem Solving / Conflict Resolution / Customer Service / Leadership / Administration)	
<p>a) ) <b>Leadership</b></p> <ul style="list-style-type: none"> <li>• <b>Supports vision</b> – demonstrates the ability to support the image of the hospital and to embrace the changes that enable the vision.</li> <li>• <b>Values and goals</b> – demonstrates alignment of values and goals with those of the organisation</li> <li>• <b>Communication</b> . demonstrates well developed communication skills, both verbal and written. Is able to communicate effectively at all levels and in a timely manner</li> <li>• <b>Demonstrates accountability and integrity</b> . acts with integrity and is accountable for outcomes contributing to the reputation and success of the organisation</li> <li>• <b>Promotes delivery of sensational customer service</b> . champions the delivery of sensational service as it is integral to the reputation and ongoing success of the business</li> </ul>	
<p>b) <b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Sensational Service is my top priority</li> <li>• Maintains good customer relations</li> <li>• Illustrates outstanding communication skills</li> <li>• Looks and acts like a professional</li> <li>• Ensures competency</li> <li>• Service concerns are addressed in a timely manner</li> <li>• Motivated and committed contributor</li> <li>• Inter-culturally and emotionally aware</li> <li>• Life-long learner</li> <li>• Effective team-player</li> </ul>	
<p>c) <b>Technical skills and application</b></p> <ul style="list-style-type: none"> <li>• Ensures all computer technology in the department is utilised to its full capability</li> <li>• Assists with leading and managing the care unit/area, including shift coordination</li> <li>• Provides advanced, complex patient care within the area of speciality and facilitates staff development in the same</li> <li>• Participates in policy development as required</li> <li>• Assists with the orientation and support for new staff</li> <li>• Adopts a consultative approach within a multi-disciplinary work environment</li> <li>• Mandatory education is completed annually</li> <li>• Adheres to hospital policies and procedures at all times</li> <li>• Ensures that incidents are reported in a timely manner</li> <li>• Participates in the %on call-roster for the department, where required</li> <li>• Works all shifts including afternoon, evening, nights and weekends.</li> </ul>	



**d) 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 Management process as required
- Evaluates own performance to identify strengths and areas where professional development can occur
- Assists other staff in completing annual competency training
- Maintains an up-to-date knowledge of current trends within specialty
- Maintains confidentiality of patient information at all times

**e) 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
- Actively participates in ward/unit meetings
- Performs other duties as directed by the Director Clinical Services

**f) Continuous Improvement**

- Demonstrates a commitment to quality improvement and takes an active role in the ACHS Accreditation process to meet EQUIP Standards
- Initiates and contributes to quality activities
- Assists with the review of policies and procedures in the ward/unit
- 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.
- Reports safety hazards to appropriate manager

**g) 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

**Key Performance Indicators**

- a) Demonstrated portfolio of Continuing Professional Development
- b) Documented evidence of participation in Quality Improvement initiatives
- c) Incidents are reported in a timely manner

**MACQUARIE UNIVERSITY HOSPITAL HR ONLY**

Position No:	Author Title:	Author Name:	Date:	Approved By:	Approval Date:
	Director of Clinical Services	Allison Carr	14/1/10		