


# Clinical Nurse Specialist



## Position

This position is within the Ageing and Disability Services Portfolio. It is part of the Home Support team.

- ☒ This position reports to the Manager, Home Support 
- ☐ Reporting line may vary depending on location and service size
- ☒ This position does not have any direct reports ☐ This position may have direct reports, positions vary
- ☐ This position has the following direct reports:  
This position is designated Band 6 under the *Schedule of Authorities and Delegations*
- ☐ This position is a budget holder ☐ This position has designated revenue targets
- ☐ This position is an Aboriginal & Torres Strait Islander identified position
- ☒ This position may require a working with children related clearance

## Purpose

The purpose of this position is to strengthen The Benevolent Society's capacity to provide clinical services to older people and people with a disability in our consumer directed/self directed care services, to help them experience the life they never thought possible. The position will provide direct clinical services, provide feedback/advice to other staff on client needs, and support the development of staff in providing quality services to our clients.

## Focus

### To achieve this purpose, the position holder would typically

- Deliver quality clinical nursing care services in line with client care programs and service plans in response to emerging clinical client needs, with clinical assessments and associated documentation completed within the required timeframes.
- Advocate for clients, their carers and families to enable choice and decision making that supports independence and quality of life.
- Provide advice and support to staff in relation to any support required by clients, working with staff and clients to identify solutions that meet client needs and promote client choice and decision making.
- Undertake clinical assessments, contribute to the development of client plans that support the well being of clients with complex needs through the entirety of their lives, and work with the client and the team to evaluate these plans to ensure they continue to meet client needs.
- Where required, facilitate communication with staff, multi-disciplinary teams, allied health providers, external agencies, and clients to ensure appropriate case conferencing and goal attainment is achieved.
- Undertake care activities, or delegate to appropriately skilled staff within current legislation and regulatory requirements.
- Support staff to provide our clients with effective and appropriate clinical care that is in line with best practice standards and relevant legislative frameworks, providing formal and informal training and coaching as required.
- Participate in the implementation of clinical competency frameworks for staff within our services for older people and people with a disability.
- Working in collaboration with evaluation staff, implement clinical auditing processes that contribute to the continuous improvement of our services.
- In association with cross-functional colleagues, use in depth knowledge of client, carer and participant needs to identify, communicate and market our unique client value proposition.
- Maintain a community and local industry profile and clearly identify and communicate the client value proposition to ensure growth and reputation of our services.
- Leverage existing network and develop new referral channels to support managers to maximize occupancy.

- Champion the implementation of clinical change initiatives, targeting enhanced services for clients and participants.
- Ensure compliance with all internal and external standards including accreditation standards and/or guidelines, professional and clinical practice standards, WHS standards, contract compliance. Monitor, report and mitigate any operational risks.

**When things are going well we would expect to see these outcomes:**

**Outcomes**

- Clients are supported in living their best lives within their own home for the entirety of their lives.
- High quality clinical services are assessed, delivered and evaluated in a continuous improvement cycle.
- Staff are supported to strengthen their knowledge and understanding of best practice clinical policies and procedures.
- Clients are attracted to TBS and have high levels of satisfaction and engagement
- TBS services for older people and people with a disability are recognised in the top quartile within the industry for practice.

**We work collaboratively with others, however this position works ~~close~~ closely with:**

**Relationships**

**Within The Benevolent Society:**

- Area Management Team
- Team leaders, and Home Support Partners.
- Home Support Team Members
- Risk, Quality & Compliance Team
- Learning and Development Team

**Outside The Benevolent Society:**

- Clients their families and carers
- Referral Agencies
- Medical and Allied Health Professionals
- Regulatory and Complaint agencies

**To achieve the position purpose and outcomes the position holder will need to have:**

**Individual**

- Current Australian Health Professional Registration Authority for a Division 1 Registered Nurse and a minimum two years experience in the ageing and/or disability sectors.
- Comprehensive knowledge of consumer directed, self-directed care models.
- Demonstrated ability to partner with unregistered care staff to build their skills and knowledge to improve client outcomes.
- Demonstrated an understanding of contemporary aged and/or disability clinical practice.
- Understanding of and commitment to business excellence
- Outstanding knowledge of the needs of older people and/or people with a disability.
- Strong time management skills including managing multiple deadlines.

**This position may require some flexibility in terms of travel or hours of work:**

**Travel**

- ☒ Overnight travel/stays may be required
- ☐ Some weekend work may be required
- ☐ Some evening work may be required
- ☒ Travel between office locations/regions may be required
- ☒ Travel to clients (varied locations) may be required
- ☒ Use of own registered, insured motor vehicle for business purposes may be required
- ☒ Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

## Context

### Those with knowledge of this position say the things that might make your day are:

- Witnessing clients' quality of life improve through better clinical outcomes.
- Having clients choose The Benevolent Society because they are seen as services of excellence.
- Supporting staff to be flexible and creative to find solutions to clients' clinical needs.
- Implementing systems that meet and exceed regulatory and best practice requirements.

### Those with knowledge of this position say some key challenges you might experience are:

- Managing stakeholder expectations with limited available resources.
- Managing your own time in an environment with competing priorities.
- Ensuring that they continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally

## Approvals

### Approver

Director, Human Resources

Date: 22 February 2017

Position Code: ADS007

### Review history

V1.0 Release

### Advertising

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.