

## POSITION DESCRIPTION

<b>Position Title:</b>	Community Liaison Nurse
<b>Business Unit/Department:</b>	Nursing and Medical at home
<b>Division:</b>	Western Health at Home
<b>Award/Agreement:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	RN Grade 4A YW8
<b>Reports To:</b>	Nurse Unit Manager
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	7/3/2024

### Position Purpose

The Community Liaison Nurse (LN) fulfils the roles and responsibilities of the Registered Nurse, demonstrating expert knowledge and skills while practicing along the service continuum, including but not limited to triage, liaison, phone support, task based, assessment, care coordination and case management roles, within the Nursing and Medical at Home (NUMAH) team and as such requires a broad understanding of the scope of the service.

The LN will ensure provision of nursing care that is excellent in quality and consistently patient centred while also assisting in achieving effective operational management of the clinical environment.

The LN works within a multidisciplinary team model of care and contributes to team based care plans developed in collaboration with the client.

The LN works towards preventing unplanned and avoidable hospital admissions through improved management of acute and chronic illness and/or psychosocial needs.

The LN works towards preventing unplanned and avoidable hospital admissions through improved management of acute and chronic illness and/or psychosocial needs via face to face, home based and telehealth interventions.

As a member of the health care team, the LN is at the forefront of the provision of high-quality nursing care to patients on a day-to-day basis.

As a professional, the LN is accountable for:

- The maintenance of their own clinical knowledge, further education and working within the confines of their specific scope of practice at all times, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to work as a Registered Nurse in Australia at all times whilst working as a Nurse within Western Health

### Our Vision

Together, we deliver the healthcare of the future.

*Providing the Best Care for the people of the West, in the right place and at the right time.*

## Business Unit Overview

Western health at home provides a comprehensive suite of inpatient, clinic based and home based care to serve our population challenged with managing their chronic and complex conditions. The Division is relatively newly formed with the amalgamation of the Endocrinology; Renal; Hospital in the Home (HITH); and Community Services teams.

Western health at home will support timely transition home from the hospital setting and the provision of services in either the patients home or clinic setting with the goal of supporting our patient's health care in their home.

Our Nursing and Medical at Home team provide a comprehensive range of Medical, Nursing, and Pharmacy Services, specialising in the delivery of care and education for patients challenged with chronic disease and complex conditions in the community.

Our Renal team provides inpatient renal support, rapid clinical review in the Renal Rapid Review Clinic in addition to providing over 38,000 dialysis treatments each year across the following WH Units: Sunshine, Footscray, Sunbury and Home Therapies

Our Endocrinology team provides inpatient services for patients with Endocrinology conditions, in addition to providing outpatient care, rapid clinical review in the Endocrinology Rapid Review Clinic and the provision of home based care and education through the Diabetic Nurse Education team.

Our Hospital in the Home (HITH) team provides admitted type care in the comfort of the patient's home to improve their recovery following inpatient admission through comprehensive wound management, IV antibiotic therapy, medication administration and thrombolysis therapy. HITH is an alternative to an inpatient stay. Patients are still regarded as hospital inpatients, and remain under the care of their hospital doctor. Care may be provided by nurses, doctors, or allied health professionals, and additional home support services are provided as required.

The Rapid Allied Health (RAH) service aims to prevent avoidable presentations to ED and hospital by providing a rapid response and short term Allied Health Intervention. It is strongly integrated with the ACE ED Care Coordination service, as Occupational therapist, Physiotherapists and Social Workers who work in ACE ED are rostered on regular RAH shifts, in conjunction with ED shifts. The RAH service focuses on addressing a client's immediate safety and functional concerns. Patients may receive short term rehabilitation whilst awaiting mainstream services through internal or external community health services, or where short-term input will avoid the need for referral to mainstream services. Physiotherapy, Occupational Therapy and Social Work can be provided.

The Integrated Care Hub is a dynamic new clinical space which hosts a multidisciplinary team who provide a range of services to Outpatients including Nephrology, Diabetes and Endocrinology Rapid Access Clinics, Renal Transplantation clinics, Insulin Pump and Insulin Stabilization Clinics, Complex Wound and RACER.

RACER predominantly reviews patients with Heart Failure and / or dyspnoea patients post-acute ward discharge in order promote best care, coordinated care, appropriate early discharge and prevent Emergency Department presentations.

Transition to Care (CB TCP) support is provided with 30 home based support packages at a time. The team is further supported by a Central Access and Telehealth Unit and Care Coordination team (ACE), all combining to enable the delivery of care and support to over 26,000 patients annually with over 110,000 clinical contacts.

## Our Vision

**Together, we deliver the healthcare of the future.**

***Providing the Best Care for the people of the West, in the right place and at the right time.***

The Division is also responsible for the delivery of the Western HealthLinks Integrated Care program. Western HealthLinks is an innovative model of care developed to support our higher risk patients with chronic and complex conditions. Western HealthLinks commenced on November 2016 to provide a more cohesive, coordinated and connected model of care for our high risk patient group, ultimately improving the care experience and providing more healthy days in their home. The program has delivered significant savings in hospital bed days, reduced cost of care and improvements in patient satisfaction in the delivery and support of their care.

## Key Responsibilities



### Leadership

- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Maintains a professional demeanour and serves as a role model for all nursing staff, both as a clinician and in line with behavioural expectations.
- Provides leadership in clinical situations demanding action.
- Take accountability for own actions and others under direction and sphere of responsibility
- Promotes a culture of innovation, education, excellence and consumer/client first focus, through policies and practices that support and recognise individual and collective team contribution.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning.
- As an expert resource, provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a consumer focussed model of care.
- Exhibit a high level of emotional self-control and flexibility in complex, changing, and/or ambiguous situations and when confronted with challenges
- Maintains and fosters relationships with appropriate internal and external stakeholders.
- Enter specific responsibilities here or delete



### Research

- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.
- Lead quality or practice improvement initiatives at local level and/or contributes to quality or practice improvement initiatives at program or organisational level
- Apply research evidence to clinical practice, has well developed strategies to inform practice in the absence of high level evidence
- Present and publish in appropriate professional conferences and journals and remain informed of the current literature
- Enter specific responsibilities here or delete



### Evidence Based Practice

- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Be familiar with local and organisational policies, procedures and guidelines
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice
- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse, promote positive consumer outcomes and identify areas of improvement in nursing practice
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience

## Our Vision

Together, we deliver the healthcare of the future.

*Providing the Best Care for the people of the West, in the right place and at the right time.*

- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities
- Enter specific responsibilities here or delete



### Education & Learning

- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Exchange and share information from participation in seminars and conferences with colleagues via huddles, in-services, presentations, education forums, team and other meetings
- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members and consumers/families.
- Works with less experienced nurses to develop their capabilities.
- Promote the development of, and involvement in, professional networks and learning communities
- Develop and evaluate policy initiatives that aim to foster patient/consumer involvement and provide them with real and meaningful choices about treatment options
- Enter specific responsibilities here or delete



### Clinical expertise

- In a consulting capacity, provides clinical nursing expertise and direction in line with clinical standards policies and procedures to both internal and external customers, including providing high level nursing assessment, care planning and interventions/procedures.
- Is responsible for a timely response to referrals and manages and provides assistance to others in prioritisation and completion of tasks such as completion of necessary statistical data, including entry to support financial recuperation as appropriate.
- Act as a primary resource in relevant area and ensure the provision of high quality, culturally sensitive consumer care in partnership with consumers, their significant others and other members of the multidisciplinary care team
- Provides an efficient and customer focussed service commensurate with senior status and role. Analyses situations and make appropriate decisions in a timely manner that meets the needs of consumers, staff and organisation.
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams
- Represents clinical specialty in multidisciplinary working groups
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Western Health Guidelines
- Enter specific responsibilities here or delete

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Director of Nursing and Midwifery
- Divisional Director
- Clinical Service Director
- Operations Manager
- Heads of Units
- Medical staff
- Nurse Unit Manager
- Nursing staff

### Our Vision

Together, we deliver the healthcare of the future.  
*Providing the Best Care for the people of the West, in the right place and at the right time.*

**External:**

- Consumers, Next of Kin or Enduring Power Attorney
- General practitioners and broader Western Health Community Partners

**Selection Criteria****Essential**

- Current registration as a Registered Nurse with AHPRA
- Experience working in a senior clinical role (CNS or above).
- Have completed or be working towards a Masters in Nursing or Post Graduate Diploma in area of specialty
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Demonstrated experience working effectively independently and also within a multidisciplinary team environment with minimal supervision
- Demonstrated time management, organisation and planning skills
- High level verbal and written communication skills
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite
- Demonstrated commitment to developing and improving personal education and skills appropriate to the position
- Demonstrated competency and knowledge to effectively undertake basic health care education.
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Current Victorian driver's license.

**Desirable**

- Evidence of prior service delivery planning
- Demonstrated knowledge of quality management and improvement methodologies
- Demonstrated experience in research projects and publication of research activities.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals.

**Additional Requirements**

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child

**Our Vision**

**Together, we deliver the healthcare of the future.**

***Providing the Best Care for the people of the West, in the right place and at the right time.***

Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023

- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: \_\_\_\_\_ Date: [Click here to enter a date.](#)

### Our Vision

**Together, we deliver the healthcare of the future.**

***Providing the Best Care for the people of the West, in the right place and at the right time.***