Position Description

Title: Clinical Nurse Specialist Inflammatory Bowel Disease
Department: Wards
Reporting to: Director of Clinical Services / Deputy DDCS
Time commitment: Part-time
Employment type: Fixed term
Employment conditions: MUH & NSWNA - Enterprise Agreement
Last reviewed: 10/2/2016

About the role:
The IBD CNS will be assisting the management of gastroenterology patients (predominantly patients with inflammatory bowel diseases) as part of a well-supported gastroenterology team. The position offers opportunity for clinical experience, research and assisting in clinical trials.

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 ensuring project targets are met
- 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 research as well as its implementation.

Customer Service
- Maintains good customer relations
- Ensures competency
- Service concerns are addressed in a timely manner
- Motivated and committed contributor
- Effective team-player

Technical skills and application
- Provide high level leadership in contemporary practice, promoting professional focus conducive to innovation and change
- Responsible for the implementation of directive and delegated tasks from the Director of Clinical Services
- Ability in sound problem solving, decision making and analytical skills
- Thorough knowledge of research methodologies
- Demonstrated ability to write reports, conduct a thorough literature review and apply knowledge to the subject matter
- High level written and verbal communication skills
- Participates in education sessions where applicable to ensure up to date knowledge and best practice
- Demonstrated computer literacy
- Usage of the Macquarie University Hospital's IT systems is in line with the authorisation granted to this position – please refer to the IT policy for further information on access levels.

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 has a working knowledge of 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.
• Complies with obligations under Section 30 of the Workplace Health and Safety Act (1995).

Administration and Documentation
• Ensures that all documentation is accurate and completed in a professional and timely manner
• Meets all reporting deadlines to the funding body
• 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.
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

Disease and treatment related care

- Assist in the education and management of gastroenterology patients (especially inflammatory bowel diseases).
- Assist in the application of special access drugs, screening of patients before commencement of treatment, monitoring of possible side effects, follow-up of blood tests, planning outpatient clinic follow-up and collation of recent test results.
- Assist in the triaging and early intervention of IBD patients with the aim of avoiding emergency hospitalisation.
- Assist with reconstitution of intravenous drug infusions and drug trials.
- Collection and processing of blood and other specimens.
- Data collection, manage paperwork, test results, completion of case report forms (CRFs) for trials.
- Participate in audits, quality improvement activities and meetings relevant to gastroenterology.

Supportive care

- Provides ongoing psychosocial support in accordance to the individual needs of the patient
- Act as a resource for contact, information and support for the patient cohort.

Coordinated care

- Coordinates a patient caseload and ensures the continuity of care
- Ensures that key elements of care occur in an ordered and timely manner
- Participates in an IBD clinic assisting with documentation required for submissions to the PBS.
- Identifies and makes referrals to appropriate health and social agencies as per individual need

Information provision and education

- Identifies educational and supportive care needs of people affected by IBD and provides appropriate verbal and written information to meet those needs
- Provides direct education to people affected by IBD within a range of settings
- Supports and empowers patients to influence and participate in decisions concerning their care by providing information on a range of specialist care and services.
- Monitors adherence to specific regimes in the patient group and provides support and education to ensure best possible adherence

Collaborative and therapeutic practice

This relates to establishing, sustaining and concluding professional relationships with individuals/groups.

- Maintain communication and links with other members of the gastroenterology team
- Support the delivery of multidisciplinary care and participate in team Meetings as required

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As an employer, Macquarie University Hospital will:

- Advocate on patient’s behalf
- Uses effective communication skills to establish and maintain therapeutic relationships with people affected by IBD.

**Critical Thinking and Analysis**

This relates to self – appraisal, professional development, and the value of evidence and research for practice.

- Maintain a willingness to undertake further education in accordance to the needs of the post
- Maintain current knowledge in relevant clinical area
- Participates in Quality Improvement activity
- Maintains a statistical record of activities for regular analysis and evaluation
- Evaluates service delivery
- Ensures the use of clinical risk assessment
- Contributes to the development and implementation of evidence based nursing
- Participates in research appropriate to the care of IBD patients
- Act as an educator in gastroenterology nursing for nursing colleagues and other disciplines within a range of settings

**Job Qualifications and Skills**

- Registered Nurse with AHPRA
- Demonstrated relevant advanced level of skill in gastroenterology nursing.
- Demonstrated application of human resource principles at the local level.
- Demonstrated effective communication and interpersonal skills in a multidisciplinary context.
- Ability to work effectively as a team member.
- Proven leadership qualities.
- Demonstrated analytical and problem solving skills.
- Evidence of participation in and commitment to quality improvement and best practice principles.

**Desirable requirements**

- Possess or be working toward Bachelor of Nursing or similar.
- Possess or be working towards Gastroenterology nursing specific qualification or certificate.
- Patient teaching experience.
- Competence in the use of relevant information technology.

**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