

Position Title:	Case Manager/Community Nurse
Award Classification:	Registered Nurse, Community Health Grade 3
Award / Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2012 - 2016
Current Effective Date:	August 2019
Next Review Date:	June 2020
Reports to:	Operationally to the Manager Integrated Aboriginal Services and Professionally to the Associate Program Director/ Director of Nursing, Ambulatory and Community Services Aboriginal Health, Ambulatory and Community Services

1. ORGANIZATIONAL INFORMATION

Our Vision

Great care, everywhere, every time.

Our Mission

Together we care, learn, discover and innovate.

Organisational Environment

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age and socio-economic status. These services are provided both on an inpatient and outpatient basis. These services and programs are supported by staff who possess an unparalleled commitment to patient care as well as teaching and research.

The strategic goals are fully detailed in the Eastern Health i-learning orientation.

Eastern Health Values

Eastern Health values reflect who we are as individuals and as an organisation, and are testament to the Eastern Health Mission Statement; they include the concepts of Kindness, Respect, Excellence, Agility, Humility and Patients First.

The Eastern Health Values are fully detailed in the Code of Conduct which is covered in the Eastern Health i-learning orientation.

2. POSITION SUMMARY

The Case Management/Community Nurse position is an autonomous role, within a multidisciplinary team which provides psychosocial and primary healthcare to Aboriginal clients within the Eastern Health catchment area. Care is patient centred, based on meeting client's individual needs which can include physical and mental health, psychosocial and environmental needs. The role targets clients with high care needs, with a focus on complex conditions and or chronic disease. The role includes comprehensive clinical assessments, care planning, monitoring and review. The position involves: coordinating care of complex clients, liaising with other services, care planning but also provides a high level of clinical skill, knowledge and advice to patients, carers and other health professionals. The incumbent participates in the delivery of culturally appropriate quality health care delivery to address the needs of the community. There will also be an expectation to participate in community events/groups and education sessions.

The Case Manager will demonstrate a minimum level of competence in clinical decision making, as outlined in the Eastern Health Domains of Practice, and will be expected to be a positive role model, mentor and resource within the team. The Care Coordinator will assist the CNC and Manager to ensure clinical standards are met and that continuous service improvement occurs.

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

3.1 A Provider of Great Healthcare.

3.1.1 Works collaboratively with the Nursing/Midwifery team both locally and across EH, and wider multi disciplinary team to support efficient, effective and responsive operation of the allocated work Unit in line with the organisation's strategic direction. Deputise for the CNC as required..

3.1.2 Is one of the key drivers of effective and timely communication with patients, and team members in the area of specialist expertise.

3.1.3 Works with the senior nursing/midwifery team in clinical decision making – in particular in problem identification and solution, and analysis and interpretation of clinical data in the area of clinical expertise.

3.1.4 Assists the CNC/Team Leader to investigate all incidents that occur relevant to the area of clinical expertise, or have implications to the delivery of patient care within the unit.

3.1.5 Assist the senior nursing/midwifery team in maintenance and improvement of clinical standards

3.1.6 Practices in accordance with relevant Acts, Agreements and Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct. Report personal / other non-compliance to the NUM/MUM or ANUM

3.1.7 Ensures clinical interventions are evidence-based and are consistent with Clinical Practice Guidelines prescribed by the Organisation. Be accountable for reporting outcomes of nursing interventions to the CNC (or delegate)

3.2 A Great Patient Experience.

3.2.1 Assist the CNC/ Team leader in driving timely and effective patient flow through the unit, and support access and discharge planning initiatives are implemented at the unit level.

3.2.2 Treat all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner. Provide an efficient and customer focussed service.

3.2.3 Promotes a culture of continuous service improvement and support, and contribute to, quality improvement and research projects within the area of practice and ward/unit/department

3.2.4 Support the senior nursing/midwifery team with timely and effective communication with healthcare personnel to guide and achieve optimal patient/ performance outcomes.

3.2.5 Case manage clients as discussed with Team Leader/CNC

3.3 A Great Place to Learn & Work.

3.3.1 Acts as a unit nursing/midwifery clinical lead, providing support and education to team members, mentors and oversees inexperienced team members, and drives a culture of professional development within nursing staff within the unit.

3.3.2 Promotes research and critical analysis in the area of clinical expertise and assists the NUM/MUM/ Team Leader to ensure service and nursing/midwifery practice benchmarks are achieved.

3.3.3 Contributes to the education and provides, as requested by the NUM/MUM/ Team Leader or delegate, the delivery of models of education to Unit staff and students and other professionals

3.4 A Great Partner with our Communities.

3.4.1 Acts as a resource person to others in relation to clinical practice, including communication with relevant community and or professional bodies in relation to area of clinical expertise.

3.5 A Great Achiever of Sustainability.

3.5.1 Exercises appropriate economy in the use of stores, linen, equipment and energy.

4. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

5. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

6. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfill your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

7. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

8. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

9. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas /Key Performance Indicators
- Attachment 3 N&M Domains of Practice

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Case Manager/Community Nurse
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Essential

- Division 1 Nurse current registration with AHPRA
- Driver's licence
- The ability to work as part of a diverse team
- Demonstrated involvement in maintenance and improvement of clinical standards.
- Demonstrated understanding of conflict resolution and negotiation skills.
- High level of interpersonal, communication and organisational skills.
- Computer literacy.
- Meets specific criteria for appointment as a as defined within the Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2012- 2016 or the Victorian Mental Health Services Enterprise Agreement 2012-2016
- Awareness of government policy and legislation that impacts on the health status and services for the Aboriginal community

Desirable

- Post Graduate qualifications relevant to the position and / or as per respective EBA requirements
- A working knowledge of Aboriginal health issues and services available
- Previous experience or demonstrated understanding of Aboriginal Health care service delivery

ATTACHMENT 2

Key Result Areas /Key Performance Indicators

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Finance and Activity

- Demonstrates awareness of the requirement for the ward/unit to function within budget parameters.
- Uses available resources in a responsible and economical manner.
- Contributes to the achievement of performance targets.

Access and Responsiveness

- Staff and services are responsive and accessible to the customers they are designated to serve.
- Deliver patient centred care, maintains care plans/clinical pathways and communicates the patient's response to care within their scope of practice using evidence based practice.

Learning and Growth

- Participation in education and training and development of self is evidenced as per AHPRA Registration Standards.
- Participates in self-appraisals incorporating mandatory competencies relevant to the specialty.
- Contributes to a culture/environment, which supports learning and development.

Quality of Care and Service

- Can demonstrate knowledge of policies/procedures/guidelines relating to clinical practice and organisational functions.
- Can provide evidence of contribution to improving nursing care and or care processes through quality activities, response to complaints and adverse events.
- Has engaged in activities to reduce the number of incidents/adverse events associated with patient care.

ATTACHMENT 3 – NURSING & MIDWIFERY DOMAINS OF PRACTICE

The **Nursing Midwifery Domains of Practice** resource has been developed by the Eastern Health Nursing Midwifery Executive using the domains of nursing as identified by Ackerman et al. (1996)⁽¹⁾ and the National Common Health Capability Resource (2013). Its aim is to support the individual clinician by promoting common behaviours and skills which comprise and represent the complex role of nursing and midwifery.

There are five domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives; comprehensive patient care, support of systems, education, research and professional leadership. (see summary at Table 2)

Recognising that the level of skills acquisition will be dependent on nurses and midwives' specific roles and experience, the domains have been referenced to the 'novice to expert' skills acquisition model first developed by Dreyfus⁽²⁾ and adapted for nursing by Benner.⁽³⁾

Behaviours are specified at five different levels, and reflect an increasing degree of autonomy, complexity, awareness and activity being performed.

Table 1: Summary of Behaviour Levels

Novice	Advanced Beginner	Competent	Proficient	Expert
Works within a known and stable context , consulting when abnormalities arise before taking action	Works within a known and stable context , consulting when abnormalities arise	Acts independently in routine situations within scope, and responds to known dilemmas	Acts independently in complex situations within scope, and responds to unknown dilemmas	Provide vision and direction and shape and implement strategies and initiatives that enable others to perform as required

Levels do not equate to roles or hierarchy within the workforce. Instead, the levels reflect what level of behavioural skill is required to achieve the desired care goals or outcomes in a given situation. Levels should be treated as cumulative, meaning that behavioural indicators at subsequent levels in the scale should be read in conjunction with the behaviours specified at any lower level.

Some levels may serve as an aspirational standard in some instances, rather than accurately reflecting behaviours of current practice. Where a gap exists between current and future practice behavioural skill requirements, there should be aspiration to meet the standard specified to enhance or effectively meet individual and community health needs.

Table 2: Domains of Practice

Domains of Practice				
Direct comprehensive care	Support of systems	Education	Research	Professional leadership
<ul style="list-style-type: none"> • Patient history • Patient assessment • Perform and deliver care • Monitor & Evaluate Care 	<ul style="list-style-type: none"> • Planning for the Future • Safety and Quality • Recruitment & Retention 	<ul style="list-style-type: none"> • Education of patients & families, relationship building • Own professional education • Professional education of others 	<ul style="list-style-type: none"> • Knowledge of research evidence relevant to area of practice • Involvement and dissemination of research 	<ul style="list-style-type: none"> • Professional conduct • Accountability