

POSITION DESCRIPTION

POSITION DETAILS:

Position Title:	Clinical Nurse Consultant - Hummingbird House
Award / EA:	Blue Care / WMB Nursing Employees Enterprise Agreement 2013
Classification:	RN Level 3
Reports to:	Hummingbird House “At Home” Team Lead

Position Summary:

This position is responsible for providing and co-ordinating comprehensive care of guests and their family along the continuum of care utilising advanced practice nursing and communication skills. The aim of which is to facilitate a seamless experience from referral to admission, improving guest and family experience and enabling service improvement.

This role has both a co-ordination of care and service development component, requiring highly specialist nursing skills and knowledge and experience to effectively provide, manage and co-ordinate care for children and families with life limiting conditions.

About Hummingbird House:

Hummingbird House, Queensland's only children's hospice, operates as a medically supported 'home away from home' for children affected by a life limiting condition, and their families. The stand-alone purpose-built facility offers 8 guest in care suites, 5 family accommodation units, and a unique care at the end of life suite.

Underpinned by the notion of creating a 'warm embrace' for children and their families, the multidisciplinary team provides 24/7hr scheduled and emergency specialist care; short break stays; pain and symptom management; care at the end of life; and psychosocial support programs for the whole family. With strong connections locally, nationally and internationally with specialist paediatric palliative care services, Hummingbird House is an integrated community-based service delivering flexible child and family centred care. To find out more visit www.hummingbirdhouse.org.au

Quality Commitment

Hummingbird House delivers:

- ✓ **Clinical Excellence** – providing best practice, holistic and innovative short break stays and palliative care for children and young people affected by life limiting conditions, and their families.
- ✓ **Commercial Excellence** – delivering best practice clinical and corporate governance, commercial management and organisational sustainability.
- ✓ **Ethical Excellence** – embedding choice, respect, empowerment, justice, integrity, honesty, and compassion in all dealings with guests, families, clinicians, staff, funding bodies and supporters.
- ✓ **Psychosocial Excellence** – facilitating holistic supportive services that allow children to be children regardless of a diagnosis, while providing opportunities for families to reconnect and create memories.

Our quality and safety processes are continuously monitored and improved through our Organisational Risk Quality and Safety Management System; by adhering and implementing processes, through corporate and clinical governance, open disclosure, management reporting, policy development, audits, document control and reporting and responding to events that occur in a timely manner; to meet the National Safety and Quality Health Service Standards and AS/NZS ISO 9001:2016

The Organisation:

Wesley Mission Queensland (WMQ) is the operational partner for Hummingbird House. WMQ is part of the Uniting Church, one of Queensland's leading not for profit organisations with more than 100 years' experience. As a leading not for profit organisation, we touch the lives of more than 100,000 people every year. WMQ has more than 50 locations servicing Queenslanders, from the Fraser Coast in the north to the NSW border in the south. Our core service areas include:

- Wesley Seniors and Aged Care – including 13 residential aged care communities, in-home care services, allied health, respite services and two premiere retirement living villages.
- Wesley Community Services - including emergency relief, supported accommodation, interpreting for the Deaf community, mental health services, youth and family programs, supported employment for people living with a disability
- Wesley Child Care – including centre based care, in-home care and family day care.
- Wesley Employment Services.

In all that we do, we strive to be a welcoming, caring and inclusive community that celebrates diversity and responds compassionately and creatively to the needs of others. We are committed to justice and our desire is to create an inclusive society for all. We welcome, encourage and support employees and volunteers from many different backgrounds and faiths who are committed to our core Values, and who will work with us in achieving our Mission and Vision. To find out more visit www.wmq.org.au

Role Responsibilities:

- Ensure successful and seamless collaboration between the Hummingbird House “At Home” and “In House” teams.
- Coordinate the end to end journey for clients and their families.
- Overall responsibility for the roster of in-House & @ Home services and bed booking management for in-House & @ Home services.
- Provide a central point of communication, engagement and co-ordination for clients, their families and key partners involved in the care continuum facilitating a seamless patient care journey.
- Actively work in collaboration with the clinical team, guests and their families ensuring that successful professional relationships are developed, nurtured and maintained.
- Provide clinical skill and holistic, evidence-based nursing care to children and young people with complex palliative care and symptom control needs.
- Provide and support a learning environment by mentoring and promoting team development opportunities to enhance patient care and succession planning.
- Service delivery and review in accordance with contemporary professional and legislative standards
- Responsible for referral and triage management, in collaboration with the Multi-disciplinary Team.
- Lead relevant service improvement initiatives as identified in the Hummingbird House Service Review that support an efficient and integrated patient care journey for patients and their families.
- Lead service development activities to further promote and develop the service.
- Follow processes to ensure the requirements of policy, accreditation and palliative care national standards are delivered and met.
- Actively participate in client and stakeholder meetings and reviews.
- Encourage organisational and individual responsibility towards the community and the environment
- Align behaviour in accordance with the principles, Vision, Values and Mission of the organisation
- Reports professionally and operationally to the Hummingbird House “At Home” team lead.

QUALIFICATIONS AND REQUIREMENTS:

Essential:

- Nursing qualification from a recognised tertiary institution and current registration with Nursing and Midwifery Board as a Registered Nurse.
- Experience working at a Clinical Nurse level and possessing high level clinical nursing and clinical management skill.
- Experience providing effective line management & mentorship to a range of nursing skill levels.
- Demonstrated experience in establishing or growing new clinical services (ideally one or more; outpatient clinics, telehealth, community or outreach services).
- Demonstrated ability in application of improvement methodologies for service development activities

- Demonstrated experience in nursing roster management.
- Relevant prior experience in delivery of outpatient clinics, telehealth, community or outreach services.
- High level communication, interpersonal and relationship building skills.
- Demonstrated ability to persuade, influence and negotiate to facilitate good patient outcomes, organisational change and service improvement.
- Demonstrated ability to work with and support a specialist multidisciplinary team including; Medical Specialists, General Practitioners, Nurse Practitioners and other clinical staff.
- Demonstrated effective time management, organisation and prioritisation skills
- Demonstrated effective PC skills including competent use of technology.
- Current Driver's Licence and willingness to drive in the course of work.
- Understanding and commitment to the principles of equal employment opportunity, anti-discrimination and workplace health and safety.
- Relevant key personnel and probity checks required by legislation and WMQ policy.
- Willingness to work within the philosophy and policies of Hummingbird House, Wesley Mission Queensland and The Uniting Church in Australia.

Desirable:

- Whilst not mandatory, a relevant post graduate qualification is highly desirable.
- Proven advanced experience working in either palliative care, paediatrics, oncology or complex medical environments.

Vaccine Preventable Diseases:

We require certain vaccines because we work in a health care environment and vaccinations are effective in protecting against vaccine preventable diseases. If you choose not to get the required vaccines, the decision may affect our decision to employ you. If we do decide to employ you, you will need to meet with our Infection Prevention and Control – Clinical Nurse Consultant (IPC-CNC) to talk about how to manage your risk.

Other Capabilities and Attributes that will drive success in the Role

All Wesley Mission Queensland employees are expected to demonstrate an understanding and commitment to organisational Vision, Mission and Values. The incumbent of this position will be expected to:

1. Role model interpersonal, professional and leadership behaviours consistent with the WMQ core values of Integrity, Respect, Empowerment, Hope, Justice, Compassion and Innovation.
2. Actively participate in WMQ performance development processes to meet organisational requirements and own career aspirations.

Our Vision

A compassionate, just and inclusive society for all

Our Mission

We walk alongside people in need to enhance capacity, choice and independence, to strengthen relationships and build community well-being

Our Values

Integrity, Respect, Empowerment, Hope, Justice, Compassion, Innovation