

POSITION DESCRIPTION



Position Title:	PAT/ACDC - SPECIALIST CLINICAL SUPPORT		
Industrial Instrument:	Eastern Palliative Care Association Incorporated Allied Health Employees Enterprise Agreement 2020	Department:	Allied Health
Responsible To:	Family Support Consultant RWS	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 6

Eastern Palliative Care delivers home-based care services to the eastern region of the Greater Melbourne area. All staff and volunteers of Eastern Palliative Care must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Vision, Mission, and Values.

Our Mission: *Eastern Palliative Care is privileged to care for and accompany the dying person and their caregivers in the final phase of life, upholding their dignity and respecting their spiritual, physical, emotional, cultural and social needs. Our care continues in the bereavement services that we offer caregivers and families.*

Our Values:

Compassion - *Empathy for others in their end of life experience by listening, accepting and actively responding to their needs*

Dignity - *Upholding the unique personality, situation and choices of people, valuing their lives in the face of death, and respecting their rights*

Excellence - *Delivering evidence based quality care, underpinned by ethical practice, research and leadership*

Empowerment - *Building trust with people, that puts them at the centre of decision-making and enables control and choices*

Equity and Access: *Eastern Palliative Care Assoc Inc. is committed to equal opportunity, social justice, cultural diversity and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients and we aim to create an inclusive work and health care environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

SPECIALIST CLINICAL SUPPORT - PAT/ACDC

To be responsive to the needs of clients who are likely to die within 7 days of admission and clients who live in Residential Aged Care Facilities (RACF) and Disability Homes.

This role provides a region wide response especially to clients with urgent complex specialist palliative care needs and their families. The focus of the role is on providing prompt and effective psychosocial support and spiritual care where the client lives in RACF or disability home and to those clients accepted for priority assessment. The role works with Intake, the Nurse Practitioners, and the Aged Care Disability Care (ACDC) Nurses to triage referrals, undertake assessments, attend joint visits with nurses, and maintains a caseload of clients particularly those predicted to die within 1 – 2 weeks or those in aged care facilities likely to die within 30 days.

This role is also a source of clinical advice, education, and support to others internally and externally.

The role is worked as a nine day fortnight, however, occasional on-call may be required.

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Essential Education Qualifications/Competencies:

- Tertiary Qualification within the field of Social Work, Psychology or Pastoral Care/Theology with two completed units of Clinical Pastoral Education
- Eligibility for membership of, or registration by, relevant professional bodies (see appendix)
- Experience in and strong clinical knowledge of aged care, palliative care and/or community health setting
- Ability to respond with urgency for those identified clients referred to EPC
- High level triage and assessment skills in complex and crisis situations
- Knowledge of current loss, grief and bereavement theory and practice
- Well-developed interpersonal, oral and written communication skills and presentation skills
- Experience with common computer applications
- Previous experience working with issues associated with death and dying
- Current Victorian driver's license, good driving record and willingness to use own vehicle in line with EPC Process Map 1761 – Motor Vehicle Use Of

Desirable Qualifications/Competencies:

Experience in working closely with the Nurse Practitioners and other medical staff.

- High level organisation and time management skills
- Oral and written communication skills and presentation skills

Key Result Areas:

1. Demonstrates a commitment to quality, continuous improvement, occupational health & safety and risk management.
2. Demonstrates ability to provide high-level, immediate clinical support to clients and their carers including the ability to conduct psychosocial and spiritual assessment, planning and evaluation within a short timeframe.
3. Demonstrates ability to provide high-level psycho-social-spiritual clinical assessment and triage skills in complex and crisis situations.
4. Demonstrates ability to screen referrals and assess eligibility for service.
5. Demonstrates the ability to facilitate family meetings and client advocacy.
6. Demonstrates ability to provide education and support within EPC and the community.
7. Demonstrates ability to communicate effectively with all disciplines, including the ability to participate in, and contribute to, the interdisciplinary team.
8. Utilises culturally appropriate intervention strategies for culturally and linguistically diverse clients (CALD).
9. Demonstrates effective and efficient management of own workload to include indirect activities.

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Key Result Area 1	Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management
Key Result Indicators	<p>1.1 Take responsibility for own health and safety and that of others who may be affected by workplace conduct.</p> <p>1.2 Ensure that all hazardous conditions, injuries, and near misses are reported immediately to the Quality Coordinator.</p> <p>1.3 Participate in meetings, training, and other health and safety activities as deemed necessary by Eastern Palliative Care.</p> <p>1.4 Demonstrated ability to foster and collaborate in the development and achievement of best practice and quality processes.</p>
Key Result Area 2	Demonstrated ability to provide high-level, immediate clinical support to clients and their carers including the ability to conduct psychosocial and spiritual assessment, planning, and evaluation within a short timeframe.
Key Result Indicators	<p>2.1 Work collaboratively with the Nurse Practitioners to deliver a priority response to clients , including those identified for joint priority assessment, who have been assessed as urgently needing community palliative care (within four working hours of the referral being accepted by PAT/Intake).</p> <p>2.2 Ensure the development of a shared model of care and shared documentation workload when undertaking joint visits with shared workload</p> <p>2.3 Work collaboratively with the ACDC Nurses to deliver a priority response to clients who have been assessed as needing community palliative care who live in RACFs or disability homes.</p> <p>2.4 Conduct psychosocial and spiritual assessment of clients to assess support requirements.</p> <p>2.5 Build confidence and trust with and provide education to clients and carers to support their understanding of available resources and assist clients in setting goals, plans and evaluate interventions.</p> <p>2.6 Act as an advocate for clients, families and team members, where appropriate.</p> <p>2.7 Identify client issues and develop appropriate care plans including immediate equipment and resource needs.</p> <p>2.8 Complete initial bereavement risk assessment.</p> <p>2.9 Exhibit a high level of skill in communication, problem solving, and decision making with internal and external stakeholders.</p> <p>2.10 Maintain PalCare documentation including recording of contacts.</p> <p>2.11 Participate in discharge planning to ensure the provision of timely and appropriate services.</p> <p>2.12 Facilitate handover to the Team, where appropriate and required ,managing workload, ensuring handover of clients to team FSW who can provide adequate support to the client and their family particularly if Specialist Clinical Support workload is at capacity</p>

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Key Result Area 3	Demonstrated ability to provide high-level psycho-social-spiritual clinical assessment and triage skills in complex and crisis situations.
Key Result Indicators	<p>3.1 Provide a psycho-social-spiritual triage service, including specific advice to the Intake Team and other clinical staff, across the organisation.</p> <p>3.2 Undertake assessments across the organisation and provide a thorough handover to the Team where needed.</p> <p>3.3 Educate regarding normal grief processes and assess individual/family functioning within the context of current bereavement theories including identifying clients at risk of complicated grief and provide appropriate handover to the Team.</p> <p>3.4 Provide opportunities to explore issues and emotions, and to increase self-awareness.</p> <p>3.5 Invite spiritual exploration and support what is sacred.</p> <p>3.6 Facilitate problem solving and development of coping strategies.</p> <p>3.7 Demonstrate ability to facilitate support and counselling within the family/social network where necessary.</p> <p>3.8 Ability to facilitate the introduction of health professionals from other services and maximise client choices for care.</p>
Key Result Area 4	Demonstrates the ability to screen referrals and evaluate eligibility for the service
Key Result Indicators	<p>4.1 Undertake a thorough screening process by providing first point of contact for referrals and determine eligibility for service.</p> <p>4.2 Collaborate and plan effectively with client health care providers including the Aged Care facility/Disability home and carers.</p>
Key Result Area 5	Demonstrates the ability to facilitate family meetings and client advocacy.
Key Result Indicators	<p>5.1 Demonstrate the ability to advocate for clients, families and to mediate conflict resolution.</p> <p>5.2 Demonstrates the ability to facilitate family meetings and client advocacy where communication between families and RACF staff have broken down or in disagreement.</p>
Key Result Area 6	Demonstrated ability to provide education and support within Eastern Palliative Care and to the community.
Key Result Indicators	<p>6.1 Participate in the orientation of new EPC team Members.</p> <p>6.2 Act as a mentor to EPC team members.</p> <p>6.3 Facilitate and support the FSW Team in their skill and knowledge development and problem solving and decision making abilities.</p> <p>6.4 Facilitate development by working with team members in assessment and care planning of complex client issues.</p> <p>6.5 Develop and deliver education and training internally and externally in relation to psychosocial and spiritual aspects of palliative care.</p>

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Key Result Area 7	Demonstrated ability to communicate effectively with all disciplines, including the ability to participate in, and contribute to, the interdisciplinary team.
Key Result Indicators	<p>7.1 Demonstrates ability to communicate clearly with colleagues, both verbally and via the PalCare record.</p> <p>7.2 Willingness to share knowledge, resources and expertise across Teams in a timely manner and to identify further training requirements within Teams.</p> <p>7.3 Respond to immediate issues in relation to clients when colleagues are not available.</p> <p>7.4 Demonstrate ability to respond to other Team members need for emotional support, debriefing and feedback on an informal basis.</p> <p>7.5 Provide support and encouragement of self-care practices within the Team.</p> <p>7.6 Accept responsibility for developing and leading the Reflection on Team Day, along with other colleagues.</p> <p>7.7 Positively contribute to the maintenance of an environment that promotes integrity, respect, safety and security for all individuals within the Team and wider organisation. Demonstrate ability to foster and collaborate in the development and achievement of best practice and quality processes.</p>
Key Result Area 8	Utilises culturally appropriate intervention strategies for Culturally and Linguistically Diverse clients (CALD)
Key Result Indicators	<p>8.1 Demonstrate awareness and a positive regard for diverse cultures and respond in a culturally sensitive way.</p> <p>8.2 Respond to others in a non-judgmental manner.</p> <p>8.3 Demonstrate awareness of the relationship between culture and health beliefs and the relationship between culture and health-seeking behaviour.</p> <p>8.4 Develop effective communication and relationships with other ethno-specific providers and community groups and makes referrals as appropriate.</p> <p>8.5 Demonstrate knowledge of culturally appropriate resources and how to access them, including use of interpreting services. Ability to undertake joint visits with EPC Nurses and interpreters.</p>
Key Result Area 9	Demonstrates effective and efficient management of own workload to include indirect activities
Key Result Indicators	<p>9.1 Demonstrate the ability to document client records in a professional manner that protects confidentiality and meets statistical reporting requirements.</p> <p>9.2 Recognise opportunities for the development of research and quality initiatives including new service programs.</p> <p>9.3 Actively participate in supporting internal and external committees.</p> <p>9.4 Contribute to the regular revision of written resource material.</p> <p>9.5 Accept responsibility for the supervision of tertiary students.</p> <p>9.6 Able to review own work performance, identify learning needs and access opportunities for development via performance appraisals. Willingness to contribute to own on-going professional development via individual and group supervision, Team Days, Forums and other training opportunities.</p>

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APPENDIX	<p>Eligibility for membership or registration with relevant professional bodies, as follows respectively:</p> <ul style="list-style-type: none">➤ Australian Association of Social Workers (AASW)➤ Psychologists Registration Board of Victoria (registered as a psychologist)➤ Spiritual Care Australia (SCA) www.spiritualcareaustralia.org.au. This is the Professional Association for Spiritual Care practitioners.➤ Association for Supervised and Clinical Pastoral Education in Victoria (ASACPEV) www.asacpev.org.au➤ Australian Psychological Society (APS)
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Agreement:	I have read, understood and agree to comply with this job description.	
	Name:	
	Signature:	
	Date:	

Date Reviewed: April 2021

Industrial Instrument Updated: February 2021