

**Position Title:** Grampians BreastScreen Nurse Counsellor

**Campus:** Ballarat

**Directorate:** Clinical Support and Service Improvement

**Department:** Grampians BreastScreen

**Reporting to:** Grampians BreastScreen Program Manager

**Direct Reports:** NIL

### Appointment Terms/Conditions:

**Classification and Code:** RN Div 1 Grade 4B – Clinical Nurse Consultant Yr1/Yr2 (ZJ4)]

**Enterprise Agreement:** Nurses and Midwives Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit [www.grampianshealth.org.au](http://www.grampianshealth.org.au).

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

### POSITION PURPOSE

The Nurse Counsellor is a key member of the multi-disciplinary team and is an integral member of the team providing a client centred service for those recalled for further assessment following a screening mammogram.

This role works in the Assessment clinic as rostered and also completes office work as necessary to support the client care pathway including calls with the client, negotiating assessment clinics dates and times and being always mindful of the need to achieve the BreastScreen Australia NAS measures for accreditation of the service.

Working in collaboration with the team, ensures all necessary clinical intervention is enabled, processes are supported and, wherever possible, completed on the day.

The Nurse Counsellor works alongside the Program Manager, Designated Radiographer and Data Manager, to assist with responding to client phone calls and planning and filling Assessment clinic appointments and further to this work, co-ordinates the nursing team function and clinical workflow in the assessment clinic in consultation with the Radiologist, Designated Radiographer and Surgeon on the day.

This role has a strong quality improvement focus with a view to improving processes within the service in collaborative consultation with the Administration, Data and screening delivery teams and ensuring equity of access to clients.

The Nurse Counsellor role works as a client advocate and is responsible for the counselling, nursing care and follow up of clients attending the Assessment clinic.

## **KEY ACCOUNTABILITIES**

1. Organise and co-ordinate Assessment Clinics
  - a. Plan and fill assessment clinic appointments in collaboration with the Program Manager, Designated Radiographer and Data Manager.
  - b. Ensure necessary reports, including pathology, are available in the process of preparing for the clinic.
  - c. Respond to clients calling after advice of a recall, provide telephone counselling and book client appointments
  - d. Provide all necessary and relevant information and support for clients during the assessment process.
  - e. When acting as Nurse Lead, co-ordinate the nursing team function and clinical workflow in the assessment clinic in consultation with the Radiologist, Designated Radiographer and Surgeon on the day
  - f. Undertake and assist with clinical procedures as part of the specialist multidisciplinary assessment team
  - g. Ensure informed and written consent from clients prior to assessment clinic attendance and any subsequent interventional procedures
  - h. Ensure documentation is complete in client record and patient management system and participate in any quality assurance processes identified by the team to ensure completeness and accuracy.
  - i. Ensure infection control measures are in place and adhered to at all times and support the health service regular infection control audits and implement required actions in a timely manner.
2. Provide information and counselling support to clients when needed.
3. Take up agreed allocated responsibilities as part of the Grampians BreastScreen team which may include organising nursing roster, clinic lead, preparation for clinicopathology meeting, coordination of Clinicopathology meeting on the day and associated documentation and follow-up, updating procedures, checklists and client information, providing orientation/training/student supervision, maintaining nursing stock/consumables and participating in projects, quality improvement activities and research.
4. Participate in Service quality, clinical and operational meetings as well as BreastScreen Victoria Q group and other meetings as required.
5. Training and Development
  - a. Comply with all Grampians Health and BreastScreen Victoria mandatory training requirements.
  - b. Attendance at ongoing training in evidenced based nursing and counselling skills.
  - c. Participate in regular supervision and clinical debrief.
  - d. Participate in related professional development networks.
  - e. Support orientation and development for the nurse counsellor team and multi-disciplinary team.
6. Undertake activities required for BreastScreen Accreditation:

- a. Contribute to the compliance and monitoring of BreastScreen Australia National accreditation Standards.
- b. Contribute to continual quality improvement.
- c. Develop, update and adhere to BreastScreen Victoria policies and Grampians BreastScreen policies and procedures, in particular the Nurse Counsellor Manual is to be routinely assessed and updated as process and/or policy change.

## **KEY SELECTION CRITERIA**

### **Qualifications and experience**

- Formal qualification as a Registered Division 1 Nurse.
- Current AHPRA registration
- Desirable: Formal training in counselling or breast care nursing.

### **Skills and Experience**

- Must be a proficient user of software systems available within Grampians Health and BreastScreen Victoria
- High level organisational skills, with ability to work independently and with flexibility.
- Demonstrated ability to work effectively and collaboratively within a multidisciplinary team environment.
- High level clinical ability demonstrating evidence based best practice.

### **Interpersonal skills**

- Excellent interpersonal and customer service skills

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts

or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.