

Position Title: Symptom & Urgent Review Clinic (SURC) Registered Nurse

Campus: Ballarat

Directorate: Acute Operations

Department: BRICC Day Oncology

Reporting to:

Direct: Day Oncology Nurse Unit Manager

Indirect: Day Oncology ANUM, Clinical Director of Medical Oncology; Operations Director of Emergency, General & Speciality Medicine

Professional: Executive Director – Chief Nursing Officer.

Appointment Terms/Conditions:

Classification and Code: Registered Nurse Division 1 Grade 4B

Enterprise Agreement: Nurse & Midwives (Victorian Public Health Sector) (Single Interest Employers) 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.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<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 SURC Registered Nurse Division 1 Grade 4B:

- Will be employed to work within the Acute services directorate, within the BRICC Day Oncology Unit
- Will operate the nurse led model of care to manage oncology patients experiencing toxicities related to systemic anti-cancer therapies (SACT).
- The (SURC) operates within the Day Oncology Unit on a Monday to Friday basis.
- The role of the SURC Nurse is to encompass patient triage skills, through patient assessment skills and good knowledge and skills in patient communication and education.
- The SURC nurse also provides support to oncology patients who are receiving systemic anti-cancer treatment (SACT) in the ambulatory setting.
- The SURC nurse will also provide patients with information to optimise their understanding of potential toxicities associated with treatment, self-care strategies and provide ongoing support throughout treatment via a nurse led telephone service and walk in clinic.
- Completes all mandatory education and participates in organisational education and professional development.
- Works collaboratively with the BRICC Day Oncology leadership team (NUM and ANUM's) and the broader oncology nursing team to support and enhance the core business of the Day Oncology Unit.
- Practices independently and interdependently assuming accountability and responsibility for their own actions and the delegation of care to other healthcare workers as required.
- Develops professional oncology practice in accordance with the health needs of the population and changing patterns of disease and illness.
- Is responsible for planning, implementing and evaluating evidence-based oncology nursing care in collaboration with the multidisciplinary team to achieve optimal oncology healthcare outcomes for people of all ages and cultural group.
- Contributes to quality oncology healthcare through personal and professional development, research data, clinical supervision and development of policy and clinical practice guidelines.
- Promotes oncology nursing leadership within the Directorate.

KEY ACCOUNTABILITIES

Role Specific

This role is focused on the care of oncology patients currently receiving SACT within the ambulatory setting. Oncology patients who are currently receiving SACT treatment within the Day Oncology Unit and/or combined modality treatment across Day Oncology and Radiation Oncology will have access to a nurse led service that provides a telephone and walk in service for assessment of patients experiencing toxicities.

The job position is primarily to provide support to patients and family/carer via comprehensive upfront education and ongoing support to throughout their treatment journey within the ambulatory cancer setting by:

- Establish the SURC clinic including setting up databases to report the clinic activity.
- Educate internal and external stakeholders about the SURC clinic including the operational information and referral process.
- Providing education specific to the patients treatment regimen

- Establishing supportive care needs and refer to allied health and wellness practitioners as indicated.
- Providing support via a telephone advice line for patients experiencing SACT toxicity and their carers
- Providing a link between GP's and BRICC in relation to the patient's cancer treatment.
- Providing a walk-in clinic operating Monday-Friday, where patients can physically present for toxicity assessment and management.
- Providing support to Day Oncology team in managing patients presenting on the day of planned treatment with SACT.
- Liaison with other relevant members of staff including:
 - Day Oncology nursing
 - Ward Teams
 - Oncology Consultants
 - Junior oncology medical team
 - Palliative Care medical and nursing
 - Radiation Oncology medical and nursing
 - Emergency Department
 - Patient Flow Coordinator
 - Radiology
 - Pathology
 - Allied Health Professionals
 - BRICC admin team
 - Any other areas as required
 - External Providers
- Communication with GP's/external providers in relation to the patients treatment plan
- Direct data entry into and maintenance of the SURC database
- Regular reporting on SURC activity
- Participation in relevant unit meetings

Overall the role will ensure patient care standards meet professional, organisational, legal and ethical requirements

Leadership

Assume a clinical leadership role in SACT management, providing expert advice, guidance and support in conjunction with other team members, ensure responsibilities are delegated appropriately and effectively, while promoting a multi-disciplinary approach to care delivery.

Education and Research: BRICC Focus

- Provide ongoing education to staff regarding SACT management issues including presentations, staff in-services and supporting staff in their educational portfolios.
- Utilise patient data captured within the database to inform research activities to optimize toxicity management and revise the model of care to ensure it continues to meet the needs of the patient population receiving SACT within the ambulatory setting.
- Maintain ongoing personal and professional development by undertaking further education as required, attending lectures and meetings.
- Participate in research to continue develop the SURC service.

- Collect data and results from the implementation of the BRICC SURC Clinic. Submit abstracts to local and national conferences to present findings of service implementation.

Achieving Results, Innovation and Driving Change to Deliver High Quality Patient Care

- Ensures and promotes an excellent standard of care and service is delivered by partnering with patients/residents, consumers, carers and the community at all levels of health care provision, planning and evaluation.
- Accepts responsibility for own actions and seeks guidance when a situation exceeds experience and knowledge.
- Acts as a patient advocate and demonstrates a commitment to the patients “Charter of Healthcare Rights” and “Charter of Residents” Rights and Responsibilities.
- Supports the Day Oncology Nurse Unit Manager and the team to review and evaluate best practice evidence based clinical care.
- Role models a positive vision for change and supports change management at both local and organisational level.
- Actively engages in opportunities to consider innovations in nursing practice/research and models of care that focus on the patient and the delivery of sustainable, quality, cost effective nursing services.
- Participates in local, service and Directorate committees and working groups, attends meetings and reports back to the local team meetings.

Key Performance Measures

- Observation of practice demonstrates evidence of the delivery of safe and quality best practice evidence-based oncology care in partnership with the patients, consumers and the community.
- Observation of practice demonstrates evidence of a positive approach to the role and a commitment to promote and support change at both local and organisational level.

Business and Financial Acumen

- Utilises the resources of the organisation responsibly and in a cost-effective manner.
- Has an awareness of the annual budget build framework for day oncology specifically for the SURC clinic.
- Works within the “Delegations of Authority” consistent with the role.

Key Performance Measures

- Observation of practice and use of resources at the local level demonstrates an understanding of responsible financial management.

Critical Thinking and Decision Making

- Uses best available evidence and nursing expertise to improve current practice.
- Displays an ability to analyse situations and make appropriate decisions in a timely manner to ensure the needs of patients/residents, staff and the organisation are met.
- Participates in constructive decision making that impacts at local and Directorate level.
- Identifies and supports the relevance of nursing and health research to improve patient health outcomes.

Key Performance Measures

- Demonstrates the ability to apply critical thinking skills and make sound clinical decisions on a shift to shift basis.
- Demonstrates a collaborative working relationship with the Nurse Unit Manager and the team in relation to decision making at local level.

Interpersonal Communication, Influence and Leadership

- Establishes a compassionate environment by providing emotional, psychological and spiritual support to staff, patients/residents their families and carers.
- Demonstrate respect for cultural, psychosocial and spirituality of individuals.
- Maintains a professional and respectful approach in all interpersonal communication with patients, consumers and colleagues in accordance with Ballarat Health Service values.
- Communicates with and involves families/carers in decision making processes as deemed appropriate.
- Supports a culture of professional and respectfulness where all team members feel supported and confident to raise concerns or ideas.
- Maintains a cooperative relationship with the health care team by communicating information, building rapport and participating in team problem solving.
- Attends and contribute to clinical handover and team meetings.
- Assists with orientation and preceptoring of new staff.
- Supports the development of others by acting as a clinical resource to colleagues.

Key Performance Measures

- Observation of conduct and daily interactions with all staff demonstrate BHS values are upheld.

Managing Performance

- Completes mandatory training requirements by the due date.
- Participates and engages in the annual performance review and professional development plan in accordance with Ballarat Health Services Staff Development Program.
- Supports the Nurse Unit Manager strategies to retain staff including positive recognition, comprehensive orientation, building a cohesive team culture, coaching and mentoring.
- Consults with the Nurse Unit Manager regarding all professional nursing practice issues.

Key Performance Measures

- Demonstrates evidence of participation in own performance review and development plan.
- Demonstrates evidence of support for the Nurse Unit Manager in relation to all HR processes.

Planning and Priority Setting

- Performs a systematic and focused nursing assessment of the patient and environment.
- Plans, delivers, evaluates and reviews nursing care in partnership with the patient, their families, carers and the multidisciplinary team, when they contact the SURC clinic.
- Prioritises workload based on needs, acuity and optimal time for intervention.
- Delegates aspects of care to others according to their level of competence and scope of practice and follow up to ensure appropriate standards of care are provided.

- Documents all aspects of care, analyses and interprets data accurately utilising the organisations clinical patient information and documentation systems, particularly the ARIA oncology information system.
- Responds effectively to unexpected or rapidly changing clinical situations.
- Recognises and responds to clinical deterioration of patients and utilises the Clinical Escalation policy to escalate clinical care issues and concerns.
- Maintains an orderly environment to assist in the smooth operations of the SURC clinic.
- Communicates all patient flow and access issues to the Shift/In charge team leader.
- Actively participates and takes responsibility for work associated with delegated portfolios.
- Actively participates in committees and working group both at local and Directorate level.
- Assumes the role of Shift Team Leader as required.

Key Performance Measures

- Observation of practice demonstrates the delivery of safe quality care in partnership with the patients and relevant others and implementation of efficient and effective patient flow and access strategies.
- Demonstrates evidence of ability to prioritise workload, manage time efficiently and delegate care to others as required.
- Observation of practice demonstrates ability to recognise and response to the deteriorating patient.

Quality, Safety and Risk Management

- Takes all reasonable care for personal safety and the safety of colleagues, patients and their families/carers.
- Maintains a good working knowledge of the National Safety and Quality Health Service Standards and take initiative to pursue opportunities for quality improvement and actively contributes to the health service accreditation process.
- Ensures hazards and/or risks are identified and reported promptly, assisting the Nurse Unit Manager to implement prevention strategies and complying with strategies to ensure the safety of all patients and consumers.
- Ensures own annual mandatory training is up to date.
- Participates with preparation for accreditation and supports the health service accreditation process by maintaining up to date knowledge.

Key Performance Measures

- Demonstrates achievement of 100% compliance with mandatory training completion.
- Proactively reports any systems and safety non-compliance and assists to implement remedial action plans.
- Demonstrates active involvement in preparation for accreditation and participation in the health service accreditation process.

Self-Management

- Demonstrates a positive attitude to the agreed role and responsibilities of the position.
- Maintains and updates own professional portfolio to demonstrate ongoing commitment to learning and best practice.
- Invites and assimilates feedback from others by active participation in own performance review.

Key Performance Measures

- Reflects on practice in line with Ballarat Health Services and the Directorates values and applies these when interacting with others.
- Appropriately and effectively articulates feelings and opinions.
- Adopts an emotionally intelligent approach to leadership.
- Perceives and understands the emotions of others.
- Maintains resilience through stressful situations.
- Actively engages in ongoing self-development.

KEY SELECTION CRITERIA

Essential for Performance in the Position

- A commitment to Ballarat Health values: Integrity, Accountability, Respect and Excellence.
- Registered Nurse with Australian Health Practitioners regulation Agency (AHPRA)
- Minimum of 4 years oncology/haematology experience
- At least 2 years working within the Ambulatory Cancer Services environment
- Post graduate qualification in Cancer nursing/or relevant health discipline or willingness to undertake
- Evidence of a commitment to excellence in the care of cancer patients
- Demonstrated commitment to the development and maintenance of quality nursing care
- Demonstrated ability to engage in research and practice development activities and to assist others in these undertakings
- Excellent organisational and time-management skills with an eye for attention to detail
- Highly developed communication skills
- Demonstrated understanding of the needs of patients receiving SACT
- Advanced level computer skills
- Ability to work autonomously

Desirable but not essential for Performance in the Position

- A sound understanding of information technology including clinical systems, risk management reporting or as required for the role and/or department.
- Previous leadership or project role experience would be advantageous
- Previous experience in a similar role
- Membership of a Cancer professional body

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 an 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 by 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.