

**POSITION:** PalCare Go Clinical Nurse Consultant  
**REPORTS TO:** Coordinator of Nursing  
**DATE UPDATED:** February 2021

#### **ORGANISATIONAL ENVIRONMENT**

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing oriented care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

#### **JOB CONTEXT**

Melbourne City Mission Palliative Care delivers a palliative care service to the communities of Hume, Darebin, Moreland and Yarra Local Government Areas to people requiring care during the end stage of life. The Melbourne City Mission Palliative Care team is implementing the new Telehealth service response, PalCare GO, to all clients with a terminal illness as well as people with long-term chronic illnesses with sporadic health and allied care needs.

#### **JOB PURPOSE**

The position of Clinical Nurse Consultant is a twelve-month, fixed term part time position to support and embed the PalCare GO Telehealth service response as part of the service model delivered by Melbourne City Palliative Care team.

This innovative project aims to provide an alternative access point to palliative care services to the community. It will target people with long-term chronic illnesses that require a palliative care response during a longer period of the illness trajectory. This position will provide clinical expertise to clients as part of the roll-out of the PalCare Telehealth capability.

The role will support the initial aims of the project to provide an alternative access point to people with chronic illness with long-term and sporadic illness trajectories to access a palliative care response when required. This role will require the review of current practices to accommodate this alternative service response.

## JOB OBJECTIVES

### Duties of this role may include but are not limited to the following:

- Clinical expertise in the area of palliative care and/ or chronic health conditions related to cardiac, respiratory or renal care in a community setting
- Review of current procedures and practices to implement a service response to people with chronic, long-term illness trajectories
- Provide support and training to staff, clients and carers on the use of the PalCare GO telehealth service  
Develop training resources and other relevant tools to assist with staff and client orientation to the service
- Develop a reporting structure in consultation with the Project Team
- Develop key stakeholder relationships to generate and expand client base
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Coordinator of Nursing Services or delegate.

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Project Managers, PalCare GO Project</li> <li>• Palliative Care Service Teams</li> <li>• MCM ICT team &amp; ICT Infrastructure Manager</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• PalCare personnel inc. General Manager</li> <li>• Department of Health and Human Service</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- Experienced Registered Nurse in Palliative Care, with preference to experience in:
  - Health Independence Programs (HIP), such as HARP (Hospital Admission Risk Program) who work closely with chronic non-malignant disease populations related to Respiratory, Cardiac and Renal disease
  - Community nursing
- Strong client focus with the ability to deliver client-lead service responses

- Strong problem-solving skills, particularly in the implementation of a new technology driven service or program
- Experience in the development of procedure, protocols and key communication tools
- Demonstrated experience in development and intervention of new programs
- Strong interpersonal skills with a focus on forging collaborative relationships with key stakeholders
- Computer literacy, including proficiency in Client Management systems.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

**Desirable:**

- Project Management experience

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

**Workplace Health & Safety:**

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b> We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.</p>
<b>PARTNERSHIPS</b>	<p><b>Influence &amp; Persuasion</b> Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</p>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
<b>REPUTATION</b>	<p><b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
<b>PEOPLE</b>	<p><b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

<b>Together</b>	<p>We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.</p>
<b>Courageous</b>	<p>We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.</p>
<b>Curious</b>	<p>We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.</p>
<b>Open</b>	<p>We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients.</p>

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We trust one another.

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**Accountable**

We act safely in all our interactions.

We manage within our financial and resource boundaries.

We own our outcomes and decisions.

We are proud of the work that we do.