

**POSITION:** Palliative Care Hospital Liaison Nurse  
**REPORTS TO:** Coordinator of Nursing Services  
**DATE CREATED:** September 2019

#### 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 non-denominational 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.

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

This position is employed within the Melbourne City Mission Palliative Care division and implements Melbourne City Mission's commitment to best practice in palliative care.

Melbourne City Mission Palliative Care (MCMPC) was established in 1981 as the first community-based palliative care service to operate in Victoria. MCMPC aims to enhance quality of life by providing specialist interdisciplinary palliative care for people living with a terminal condition, their families and carers.

MCMPC provides 24-hour service 7 days a week.

Working across both Melbourne City Mission Palliative Care and Northern Health, the Hospital Liaison Nurse is accountable for enabling service integration to improve client outcomes when transitioning from hospital to home.

The service is provided to residents of the local government areas of Darebin, Hume, Moreland and Yarra in accordance with the Palliative Care Australia's Standards for Providing Quality Palliative Care for all Australians.

#### JOB PURPOSE

The Hospital Liaison Nurse will provide patient focused care by comprehensive assessment and planning for palliative care patients referred to the service, through strong leadership and collaboration with interdisciplinary teams to deliver high quality service and care across all sites of care. The role will require co-location between services, as well as visits to client home location,

The role will be appointed under Melbourne City Mission Palliative Care and have an honorary appointment to Northern Health. All work is to occur in accordance with the mission, values, policies and procedures governing client care across both organisations.

## **JOB OBJECTIVES**

The Hospital Liaison Nurse will work closely with Melbourne City Mission Palliative Care and Northern Health Palliative Care to screen, assess and prioritise client care with respect to transition to home from inpatient care. This includes referrals from Northern Health's three campuses; Northern Hospital, Bundoora Centre and Broadmeadows Hospital. The outcomes of the assessment are used to assist in discharge coordination from the hospital setting and coordination and commencement of appropriate ongoing care in the community environment, including home visitation by the hospital liaison nurse. This may also include reviewing clients in the Symptom Management Clinic at Bundoora Centre with a palliative care physician.

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

#### **Specialist Care**

- Provide support, advice, education and advocacy for clients and carers of diverse ages, cultures and backgrounds within an interdisciplinary team model approach
- Has an excellent understanding of discharge planning for palliative care patients and can enable preparedness and transition to home with a focus on the client and carer
- Provide support and advice to both nursing and allied care staff in relation to client care.
- Initiate and participate in ongoing advance care planning with all clients and primary carers
- Initiate and participate in preparation for end of life with all clients and primary carers
- Ensure client care meets professional, organisational, legal and ethical requirements

#### **Improving organisational performance**

- Active participation in MCMPC quality and benchmarking activities:
- Australian Council on Healthcare Standards
- Palliative Care Outcomes Collaboration (PCOC)
- Comply with Honorary appointment requirements as stipulated by Northern Health
- Participate in mandatory organisational competencies relating to clinical practice, quality and OH&S requirements
- Provide client centred care at all times
- Provide evidenced based practice
- Demonstrate evidence of effective time management

#### **Accurate documentation**

- Ensure all elements of client records are complete, including consent forms, care plans, symptom assessment tools and evaluation of interventions
- Comply with MCMPC client documentation requirements and other administrative systems

- Comply with organisation data requirements e.g. Victorian Integrated Non – Admitted Health (VINAH) minimum dataset
- Comply with patient documentation in accordance with Northern Health policies and procedures

#### **Interdisciplinary teamwork and collaboration**

- Contribute to excellent interdisciplinary practice
- Demonstrate evidence of participation in the MCMPC culture of peer support, reflective practice and culture of feedback
- Strategic planning to deliver client care within a complex clinical environment and/or across multiple services and client groups in accordance with the Northern Health standards and policies and procedures.
- Provide support, advice and education to external providers as required
- Promote respectful and constructive team relationships
- Uphold a professional manner to managing conflict and take a resolution approach to achieving outcomes
- Promote effective relationships, particularly with general practitioners, palliative care consultancy teams and palliative care units, and contribute to the smooth transition of clients through health care delivery agencies

#### **Professional development/behaviour**

- Membership of relevant professional organisation/s
- Act as a positive role model
- Act as a resource person to others in relation to clinical practice
- Participate in regular supervision.

#### **Education/Research**

- Participate in education opportunities
- Undertake own planned professional development through various forms of continuing education
- Support and contribute to quality improvement and research projects within area of practice

#### **All staff are expected to:**

- Demonstrate an understanding of Melbourne City Mission policies and procedures
- Demonstrate an understanding of Northern Health policies and procedures relevant to an Honorary appointment
- Participate in Melbourne City Mission quality improvement activities including ACHS EQUiP
- Maintain a professional appearance

- Ensure familiarity and compliance with Occupational Health and Safety requirements
- Undertake projects and duties as directed by the Coordinator of Nursing Services or direct report at Northern Health

## 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>	The appointee will work collaboratively and promote effective relationships with all members of the interdisciplinary team including staff and volunteers.
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Clients</li> <li>• Carers</li> <li>• Families</li> <li>• External providers</li> <li>• General practitioners</li> <li>• Palliative care consultancy teams</li> <li>• Palliative care units</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- Registered Nurse Division 1 with current certification from the Australian Health Practitioner Regulation Agency (AHPRA)
- Minimum 5 years' postgraduate work experience relevant to the position
- Postgraduate qualifications in Palliative Care Speciality, or working towards
- Demonstrated high level of skill in clinical decision-making
- Competence with electronic client records and well-developed computer skills
- Excellent written and verbal communication and negotiation skills
- Sensitivity to people living with a terminal condition and those who are dying or bereaved
- Ability to work independently with minimal supervision
- Ability to work collaboratively within an interdisciplinary team setting
- Excellent time management and organisational skills

- 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:**

- Nursing experience in a community setting
- Nursing experience in working across large multi campus organisations
- Demonstrated knowledge of aged care and/or chronic illness

## 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.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

## 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>Resolves Disagreements</b> Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.</p>
<b>PARTNERSHIPS</b>	<p><b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</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>REPUTATION</b>	<p><b>Doing the Right Thing</b> Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>
<b>PEOPLE</b>	<p><b>Wins Hearts &amp; Minds</b> Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.</p>
<b>PEOPLE</b>	<p><b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</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>
<b>PEOPLE</b>	<p><b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

## OUR VALUES

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

**Together** 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.

**Courageous** We speak up constructively in line with our convictions.  
We pursue our goals with determination.  
We are passionate about our advocacy role.

**Curious** We are inquisitive and ask why.  
We challenge the status quo.  
We actively explore the alternatives.

**Open** We are transparent and have genuine, honest interactions.  
We listen and hear people's voices.  
We value and respect the autonomy of clients.  
We trust one another.

**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.