

Position Description

Clinical Support Nurse - Emergency Department

Classification:	Registered Nurse RN28 (QRED1)
Business unit/department:	Clinical Nursing Education Department
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Part time, Fixed Term
Hours per week:	24
Reports to:	Clinical Education Coordinator - Emergency Department, Nursing Workforce Unit, Ambulatory and Cancer Services
Direct reports:	Nil
Financial management:	Budget: N/A
Date:	May 2026

Position purpose

The Clinical Support Nurse (CSN) is responsible for the delivery of practical and applied clinical support to nursing staff in the learning environment, in a manner consistent with achievement of the Best Practice Clinical Learning Environment (BPCLE). The role is responsive to local and organisational priorities and develops the foundational and specialty knowledge required to deliver high quality nursing care to Austin Health patients.

About the Clinical Nursing Education Department

The Clinical Nursing Education Department provides Austin Health with contemporary, evidence-based clinical education programs which are congruent with organisational strategic plans and needs. Clinical education is delivered by the nursing education team, through an inter professional, collaborative, and person centred approach which encompasses all available and appropriate teaching and learning methodologies.

The Clinical Nursing Education Department is part of the Clinical Education Unit (CEU) within Austin Health and provides a clinical nursing education service to clinical areas, supporting nurses including those enrolled in Entry to Practice, Graduate Nurse programs, Transition to Specialty Practice and Postgraduate Nursing programs. Each clinical nursing education team has a group of Clinical Nurse Educators and Clinical Support Nurses, led by a Clinical Education Coordinator.

The clinical areas at Austin Health are divided into three (3) clinical nursing education portfolios. They are led by a Clinical Education Coordinator and are:

- Intensive Care Unit, Renal, Paediatrics, Inpatient Medical and Subacute
- Emergency Department, Nursing Workforce Unit, Ambulatory and Cancer Services
- Surgical

Emergency Department, Nursing Workforce Unit, Ambulatory and Cancer Services

This clinical nursing education portfolio consists of:

- Emergency Department
- Nursing Workforce Unit
- Hospital in the Home
- Specialist Clinics
- Ambulatory Care Centre
- Radiology
- Ward 8 South
- Ward 7 South
- Ward 6 South
- Day Oncology
- Radiation Oncology
- BAROC

The Emergency Department services approximately 90000 patients per year, 20% of whom are paediatric patients. The Emergency Department aims to assess, manage and admit patients from a broad range of specialties. This service will be delivered in a timely, compassionate and appropriate manner, enhanced through teaching, research and the development of new technologies and processes. The Emergency Department is a large, state of the art facility which will assist our multidisciplinary team in its quality service delivery.

The Short Stay Unit is a 24-bed unit, including paediatric, adult and mental health beds. It is closely associated with the Emergency Department. Patients admitted to Short Stay usually have a rapidly reversible condition which either requires a short period of treatment or observation, where the likelihood of safe discharge can occur in a 24-48hr period.

This role will predominantly cover the Emergency Department; however a collaborative team approach is expected across the Emergency Department, Nursing Workforce Unit, Ambulatory and Cancer Services team as per education initiatives and requirements.

Position responsibilities

Role Specific

- Provide direct expert clinical support, leadership, and supervision to learners, with support of the Clinical Nursing Education Department and key stakeholders.
- Provide direct clinical instruction and supervision to develop high quality care skills to nurses across the professional development framework, including Entry to Practice, graduate nurses, Transition to Specialty Practice, postgraduate nurses, newly appointed or less experienced nurses and all nursing staff.
- Deliver educational support according to the BPCLE indicators, in conjunction with the Clinical Education Coordinator and Clinical Nurse Educator.



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- Monitor the congruence between educational inputs and the attainment of patient care standards, in conjunction with the Clinical Education Coordinator and Clinical Nurse Educator(s).
- Participate in the activities of a learning framework within the allocated clinical area portfolio in conjunction with the Clinical Education Coordinator and Clinical Nurse Educator(s), in line with the teaching and learning principles of the Clinical Education Unit.
- Have a thorough understanding of the Specialty Practice Frameworks to maintain practice standards and support the learning and development of nursing staff working within the Direct Clinical Care domain of the Nursing Professional Practice Framework.
- Support the process of educational research and quality projects that ultimately translate to benefit care of patients at Austin Health.
- Conduct clinical assessment and assist in orientation of nurses to clinical areas, where relevant and in conjunction with key stakeholders.
- Monitor progress of nurses and provide feedback to Clinical Nurse Educator(s), Nurse Unit Manager, and the ward leadership team in collaboration with the learner.
- Provide educational input and assistance, including remedial teaching, into the performance management process and other support as required as deemed appropriate by the Clinical Education Coordinator and key stakeholders.
- Support the process of recruitment and retention of staff to the local environment and educational programs as required.

Direct Clinical Care

- Lead others to develop skills in utilisation and interpretation of assessment information.
- Identify key nursing care priorities and propose nursing solutions within complex and challenging environments.
- Lead others to develop skills in comprehensive care planning and maximise patient outcomes and achieve goals of care.
- Lead and advise in partnership with the multidisciplinary team, to address abnormalities in assessment information in clinical situations.
- Provide expert clinical knowledge to point of care nurses through communication, modelling, and teaching.
- Identify key priorities to be addressed in complex/unstable situations.
- Recognise scope and limitations of practice and seek advice from other experts where required.
- Demonstrate clinical reasoning and a comprehensive understanding of abnormal trends and patient conditions in complex situations.
- Provide expert clinical leadership advice to point of care and multidisciplinary team to ensure the delivery of safe care in alignment with goals of care.
- Propose nursing solutions to complex/challenging healthcare dilemmas.
- Provide clinical leadership in structured review, clinical huddle, and handover processes to evaluate patient care delivery.
- Provide expertise in management of complex situations and generate alternative course of action.
- Lead local improvements to ensure care remains safe, contemporary, and effective.
- Lead nursing team through an effective handover process and evaluate handover processes occurring at point of care.



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- Can be mobilised across the 7 day working week, during exceptional circumstances, as directed by the Manager, Clinical Nursing Education Department.

Education

- Actively engage and contribute to the education and professional development of self and others at ward/unit level.
- Offer feedback to others which is specific, supportive, non-judgmental, timely and reflective.
- Demonstrate use of a variety of educational strategies including reflective practice to further own professional development.
- Increase scope of practice by participating in core competencies relevant to specialty practice.
- Actively seek out learning opportunities to develop skills and knowledge of self and others.
- Actively participate in area of expertise by attending conferences, forums, Nursing Grand Rounds.
- Utilise and maintain professional practice portfolio to plan for future continuing education, professional development and employment goals for self and others.
- Demonstrate self-initiative in undertaking further educational opportunities.
- Develop safe supportive relationships with learners in local environment.
- Understand, utilise and access resources within environments to assist in others learning.
- Identify opportunities for educational resources/strategies to assist in delivery of bedside teaching.
- Collaborate with others in local workplace to provide a safe supportive environment for learners.
- Understand learning needs of other staff.
- Identify environmental and cultural barriers to safe effective learning within clinical environment and escalate appropriately.

Research

- Practice within Austin Health evidence-based practice guidelines.
- Demonstrate sound knowledge of research evidence related to area of practice.
- Promote and facilitate evidence-based care in local area.
- Understand importance of research in the development of nursing practice.
- Participate in research activity under direction/supervision.
- Share research outcomes within and external to the department, such as contributing to posters, presentations, Nursing Grand Rounds, Research Week, inservices.
- Identify best practice research to address gaps in nursing practice,

Support of Systems

- Understand the Austin Health vision and strategic priorities.
- Understand the Austin Health Nursing Vision: Austin nurses working alongside Austin nurses 24/7 to deliver reliable, safe, person-centred care.
- Support others to understand the Austin Nursing Vision.
- Support others to understand the NSQHSS and the implications for practice.
- Model professional behaviours and actions when risk and incidents are identified.



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- Communicate and lead changes to practice based on new and revised procedures and guidelines.
- Support others to identify and implement strategies to address any identified risk or incident.
- Lead quality improvement initiatives to address gaps at the local level.
- Support others to address any identified safety concerns.
- Actively create a culture of safety within the organisation.
- Develop others to be skilled in the ability to utilise all Austin Clinical informatics systems.
- Lead staff to adhere to organisational EMR policy and practice.
- Contribute professional nursing perspective to Austin Health Clinical Informatics systems.

Professional Leadership

- Seek formal and informal education opportunities on leadership.
- Provide clinical leadership within nursing teams and utilise NMBA (Nursing and Midwifery Board of Australia) Decision Making Framework to provide clinical oversight of others.
- Support others to develop effective communication and leadership skills.
- Demonstrate good self-awareness and adapt to changing situations.
- Critically reflect on feedback and adjust workplace behaviour accordingly.
- Support others to meet expected standards of behaviour and develop their leadership capability.
- Confidently move between different leadership and communication styles depending on circumstances.
- Practice high level communication and leadership skills consistently.
- Support others to reflect on feedback and assist with goal setting.
- Role model work ethic and provide support to others in the team in managing workload.
- Foster an environment where staff feel free to raise concerns and ask questions to ensure safe clinical practice.
- Lead by example in striving for excellence in safe patient care.
- Shares own learning with others.
- Participate and actively seek new leadership opportunities.
- Assist others to keep an open mind when considering different viewpoints.
- Recognise contributions of team members and the impact of teamwork on healthcare delivery.
- Role model and support others in the delivery of care through a teamwork model.
- Support others to work autonomously within scope of practice.

Selection criteria

Essential Knowledge and skills:

- Recent and relevant clinical knowledge and skills in appropriate areas of practice
- A patient focused approach to care
- A positive approach to ongoing self-education and skill development
- A flexible and team-oriented approach to service delivery
- A positive approach to change and diversity
- Highly developed interpersonal communication (written, verbal and electronic), liaison and negotiation skills
- High level of self-awareness and emotional intelligence



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- High level of integrity, honesty, and commitment
- Innovative and lateral thinking with a solution orientated focus
- Demonstrated ability to provide educational opportunities in a supportive learning environment
- Demonstrated ability to align Austin Health policy, procedures, and quality into teaching practices
- Demonstrated commitment to support early career nurses and assist with assessments/learnings as required
- Expert knowledge of the regulatory frameworks which govern nursing practice and education

Desirable but not essential:

- Previous experience in a formal education role
- Tertiary or vocational education qualification (or working towards)
- Sound understanding of information technology including clinical systems and Microsoft Office suite

Professional qualifications and registration requirements

- Registered Nurse, registered with the Nursing and Midwifery Board of Australia
- Relevant post graduate qualification in Critical Care (Emergency Nursing)

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.



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General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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