

Position Description

Clinical and Wellness Nurse Coordinator

Classification:	Clinical Nurse Consultant C
Business unit/department:	Medical and Cancer Division Wellness and Supportive Care Program
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
	Choose an item.
	Choose an item.
Employment type:	Fixed Term Full-Time or Part-Time
Hours per week:	38 hours (job share available)
Reports to:	Operations Manager, Wellness and Supportive Care Medical Oncology, Clinical Nurse Consultant Manager
Direct reports:	Nil
Financial management:	Budget: Internal budget
Date:	January 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The focus of all Clinical Nurse Coordinators within the Wellness and Supportive Care Program is outlined in the key responsibilities below. Unit allocation and workflows may vary depending on service priorities across Wellness and the Supportive Care Program or at the direction of the Operations Manager and Medical Oncology CNC Manager to ensure the highest standard of patient care and service delivery.

The objective of the Clinical Nurse Coordinator (Wellness) is to provide end to end clinical and operational oversight from clinics coordination to the provision of cancer information within the

Wellness and Supportive Care Program at the ONJ centre. This includes integrating nursing, administrative, and multidisciplinary functions to deliver coordinated, person-centred wellness programs that complement specialist clinical care. The role requires a strong understanding and monitoring of clinical performance through monitoring waitlists and KPI targets and ensuring optimisation of appointment capacity is achieved.

The role requires the incumbent to demonstrate Austin Health's core values through strong clinical leadership, proactive coordination, and a focus on enhancing patient experience, health literacy, and system efficiency.

The Clinical Nurse Coordinator (Wellness) will:

- Develop and maintain strong partnerships with the Operations Manager, Medical Oncology CNC Manager and multidisciplinary teams to enhance coordination and efficiency across wellness and supportive care pathways.
- Develop, review, and evaluate existing models of care that improve efficiency, accessibility, and patient outcomes.
- Maximise and facilitate optimal use of Austin Health resources and optimise patient care needs in a single appointment
- Utilise information systems and digital communication tools to enhance continuity of care, ensuring that wellness and supportive care activities are accurately captured, monitored, and aligned with service delivery goals.

About the Directorate/Division/Department

Medical and Cancer Service Division

Austin Health is one of the largest cancer service providers in Victoria. A complete range of services are delivered to patients and their families, including medical oncology, clinical haematology, radiation oncology (Austin Health and BHS), cancer genetics, palliative care, wellness and supportive care programs, an active volunteer program and specialist cancer surgery (managed via a separate CSU). These are all provided in an environment that integrates research, teaching, and training.

All Austin Health metropolitan-based Cancer Services are now delivered within the Olivia Newton-John Cancer & Wellness (ONJ Centre) at the Austin Hospital. This state-of-the-art facility provides a new model of individualised cancer care for patients and their families.

Clinical Services are provided in a range of inpatient and ambulatory settings. Inpatient services include an acute oncology/clinical haematology ward, an oncology/surgical oncology ward and a palliative care ward. Ambulatory services include Radiation Oncology, Day Oncology, Apheresis, and multidisciplinary cancer clinics.

Wellness and Supportive Care

The integrated model of multidisciplinary care within Cancer Services relies on a dynamic, appropriately qualified, and skilled team to support patients undergoing care in both the Inpatient and Ambulatory settings, with a key focus on Integrated Wellness and Supportive Care.

Position responsibilities

Role Specific



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- Utilise clinical care pathways and establish partnerships with primary care providers to create an agreed management plan for any required ongoing delivery of care.
- Wellness clinical services capacity management and utilisation through targeted clinical care pathways, minimising wait times and optimising resource utilisation.
- Provide critical analysis Wellness and Supportive services performance
- Alignment with Wellness Centre Coordinator and Wellness Team Admin to ensure all appointment capacity is achieved through appropriate leave notification and planning
- Template modelling to ensure timely access of demand profile
- Monthly reviews with Operations Manager to discuss business performance and future planning strategies.
- Monthly/Bimonthly reviews to discuss professional leadership with the Medical Oncology, CNC Manager as outlined in the Austin Health Statement of Priorities Professional leadership.

Direct Clinical Care

- Streamline appointment referrals with support from multidisciplinary team to ensure all anticipated care needs can be provided in a single coordinated appointment.
- In collaboration with the multidisciplinary team, prioritise shared goals of care and care planning to maximise patient outcomes.
- Demonstrates in-depth clinical knowledge for the specific oncology/haematology and surgical units external to the Wellness clinical services.
- Provide in-depth clinical knowledge to point of care staff through communication, e.g., role modelling, and coaching.
- Provide leadership and guidance regarding discharge planning, ensuring alignment with patient goals of care.
- Recognise scope and limitations of practice and seek advice from other experts where required
- Lead others to develop skills in utilisation and interpretation of assessment information.
- Engagement through the Multi-Disciplinary Meeting (MDM) discussions with clinical units for complex situations, and opportunities in the non-admitted care pathway.
- Contribute to a clinical roster to support the allied health/medical/administration team in the Wellness centre.

Cancer Information/Education

- Facilitate staff learning through specialist nursing skills in wellness, psycho-oncology and the provision of cancer information across discipline relationships and networks.
- Develop and deliver cancer information through small, education groups and/or support groups
- Offer mentorship/ coaching to nursing staff for career development.
- Curates and disseminates cancer information and literacy resources including digital resources
- Ability to participate in area of expertise through presenting at conferences, forums, Nursing Grand Rounds, as required.
- Utilise and maintain own professional practice portfolio to plan for future continuing education, professional development, and employment goals for self.
- Participate in local networks and forums to share and extend professional knowledge and build collegial relationships, as required.



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Research

- Demonstrate in-depth and developed knowledge of the translation of research into practice.
- Lead, guide and support others to deliver evidence-based practice.
- Acknowledge best practice research to address gaps in nursing practice.
- Create, participate and support others in the development of evidence-based guidelines.
- Contribute to local research activities including selecting appropriate research methodology, and data analysis strategies, as required.

Support of Systems

- Facilitate complex appointment planning for high-risk patients across the wellness-focused clinical pathway.
- Achieves 100% clinic utilisation by enacting demand management principles whilst providing a safe consumer experience.
- Work closely with Operations Manager and Wellness centre Coordinator to produce meaningful data interpretation to support innovation & improvement opportunities with the program.
- Follow the KPIs set out by the Department of Health (DoH) access policy
- Managing referrals to non-admitted services in Victorian public health services policy
- Actively promote the Austin Nursing Vision and contribute to the initiatives designed to achieve the vision.
- Lead initiatives aligned to NSQHSS to drive practice improvement at the local level.
- Contribute to the development of nursing staff skills to identify, plan, and implement evidence-based risk prevention strategies.
- Support nursing staff to adhere to organisational EMR policy and practice.
- Actively contributes to the development and review of policies and practice guidelines in line with their area of clinical expertise, as required.

Professional Leadership

- Influence nursing clinical leadership and provide advice related to NMBA Decision Making Framework across Austin Health and wider context.
- Demonstrate high levels of self-agility and maintain focus even during times of uncertainty and change.
- Demonstrate a commitment to deliver sustainable, excellent performance and accountability within the local context.
- Use systems and processes to ensure excellence and accountability in delivery of safe, effective healthcare.
- Practice high-level communication and leadership skills consistently

Selection criteria

Essential Knowledge and skills:

- Undergraduate Degree in Nursing and relevant post-graduate qualification relevant to oncology
- At least five years clinical experience in oncology practice
- Understanding of the DoH Managing referrals to non-admitted specialist services in Victorian public health services policy



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- Committed to the philosophy of wellness, health literacy, and their integration into cancer care.
- A person-centred approach to supportive cancer care
- Proven ability to build effective partnerships and collaborate across multidisciplinary teams.
- Exceptional written and verbal communication skills with respect for individual cultural, psychosocial, and spiritual needs
- A positive approach to ongoing self-education and skill development
- A flexible, innovative team-oriented approach to service delivery
- A positive approach to change and diversity
- Excellent communication and engagement skills with senior medical teams
- Effective time management skills
- Proficient in clinical and administrative information systems, data analysis, and risk management processes.

Desirable but not essential:

- A sound understanding of information technology including clinical systems
- Sound knowledge of the provision cancer information
- Understanding of applications relevant to the management of rostering and risk management reporting or as required for the role and/or department.

Professional qualifications and registration requirements

- Undergraduate Degree in Nursing with relevant post-graduate qualifications in relevant specialty
- Registered Nurse registered with the Nursing and Midwifery Board of Australia with no restrictions

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:



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- 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.

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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