

# Position Description

## Complex Care Manager – Clinical Nurse Consultant, Chronic Heart Failure

|                                  |                                                                                                                                                                                                                                                |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>           | Clin Nurs Cons A - B: ZF4 CAPR 3.1 - ZJ4 CAPR 3.2.                                                                                                                                                                                             |
| <b>Business unit/department:</b> | Health Independence Program (HIP), Continuing Care Division                                                                                                                                                                                    |
| <b>Work location:</b>            | Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> (community/client home) |
| <b>Agreement:</b>                | Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028                                                                                                                                       |
| <b>Employment type:</b>          | Fixed-Term Part-Time                                                                                                                                                                                                                           |
| <b>Hours per week:</b>           | <b>Parental leave cover</b><br><br>32hours/ 4 days<br>Leave cover: 9 <sup>th</sup> October 2026 to 24 <sup>th</sup> October 2027 inclusive<br><br>Job share may be considered                                                                  |
| <b>Reports to:</b>               | Operational: Chronic and Complex Care Services Manager, HIP<br>Professional: Director of Nursing, Repat campus                                                                                                                                 |
| <b>Direct reports:</b>           | N/A                                                                                                                                                                                                                                            |
| <b>Financial management:</b>     | Budget: N/A                                                                                                                                                                                                                                    |
| <b>Date:</b>                     | August 2026                                                                                                                                                                                                                                    |

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 Complex Care Manager - Chronic Heart Failure Clinical Nurse Consultant (CNC) is responsible for the effective clinical nursing management of referred clients with chronic heart failure in the community. Client referrals will be received from the community, inpatient discharges and the Austin Emergency Department.

The Complex Care Manager - Chronic Heart Failure CNC will demonstrate consolidated clinical skills supporting the eligible HIP client to remain living at home, preventing unnecessary representations to the Emergency Department or admission to the wards.

This position is required to support other Austin Health Clinical Nurse Consultants within their specific area of expertise and when required, will work closely with the Austin Health Cardiology

Department and other relevant departments as well as the GP, to ensure coordinated, flexible, integrated 'person-centred' care.

## About the Directorate/Division/Department

The Health Independence Program (HIP) is funded by the Victorian Department of Health Services and provides a range of services that deliver healthcare to support the transition from hospital to the home. These services can also prevent the need for a hospital presentation or stay, with people able to access these services directly from the community. The six components of HIP are short term supports, ambulatory rehabilitation, access to specialist services, including specialist assessment, care coordination – short term or complex, complex psychosocial issues management and consumer self-management, education, and support.

At Austin, our Health Independence Program is part of the Continuing Care Division. Our specific services include:



## Position responsibilities

### Role Specific

#### Direct Clinical Care

- Following referral, works with the client, their carer/family (and the wider healthcare team) to undertake a comprehensive heart failure assessment and develop a client (self-management) care plan congruent with client-directed goals.
- Reviews and monitors client goals and provides information and self-management education until it is appropriate to handover client to the General Practitioner and other community support.
- Delivers evidence-based nursing care that meets professional, organisational, legal, and ethical standards to optimise health outcomes for the community.
- Uses and relies on clinical information systems and patient reported outcome measures to inform decision making and evaluate overall outcomes.
- Ensures documentation meets legal, professional, and organisational standards.
- Facilitate referral to longer term community service providers where required.



**Our actions  
show we care**



**We bring  
our best**



**Together  
we achieve**



**We shape  
the future**

### Education

- Provides information and self-management education (to the client and their carers) until the point of discharge.
- In consultation with the multidisciplinary team delivers an evidence-based approach with respect to chronic heart failure, including assessment, care planning, interventions/procedures, monitoring, and client education.

### Research

- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse events and promote positive client outcomes.
- Provides leadership and clinical nursing expertise to nurses and members of the multidisciplinary team through knowledge of research, new developments, and evidence-based practice.
- Contributes to maintaining Austin Health clinical heart failure policies and procedures.
- Collaboratively develops, implements, and monitors quality improvement activities to ensure the delivery of safe, contemporary chronic heart failure clinical care.
- Identifies and contributes to quality improvement and research projects within the service.
- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are met.

### Support of systems

- Analyses situations and makes appropriate decisions in a timely manner that meets the needs of clients, staff, and the organisation.
- Is responsible for a timely response to referrals and manages and assists others in prioritisation and completion of tasks such as completion of necessary statistical data, including data entry to support financial recuperation as appropriate.
- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Austin Health Guidelines.
- Ensures that Incident management is appropriate and timely and that a systematic response to local issues and performance improvement occurs.
- Ensure that a Home Visit Staff Safety Risk Assessment (S1.01) has been completed prior to entering a client's home.

### Professional Leadership

- Demonstrates advanced clinical nursing knowledge specific to chronic respiratory disease, and superior consolidation of skills.
- Shares and disseminates expert knowledge.
- Maintains a professional demeanour, demonstrates Austin values, and serves as a role model for other staff.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning for the role.
- Maintains and fosters relationships with appropriate internal and external stakeholders.
- Maintains and updates own professional practice portfolio to demonstrate an ongoing commitment to learning and best practice.
- Clinically directed supervision of other nurses at lesser classification (if required).

## Selection criteria



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future

### Essential skills and experience:

- Recent and relevant experience in a senior clinical role (CNS or above) post initial registration as a Registered Nurse.
- Currently or recently working in a Heart Failure specialty area.
- Well-developed negotiation, problem solving, and analytical skills.
- Proficient communication skills - written, verbal, and interpersonal.
- Demonstrated ability to work with a diverse and complex professional workforce.
- Demonstrated ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes.
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Current Victorian driver's license.

### Desirable but not essential:

- Experience working as a Clinical Nurse Consultant.
- Previous experience in community health and knowledge of community health services.
- Understanding the principles of care in self-management and complex care.
- Research, publication, and public presentation experience.

### Professional qualifications and registration requirements

- Registered Nurse currently registered with the Nursing and Midwifery Board of Australia.
- Post-graduate qualification in Critical Care, Coronary Care or equivalent.

### 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.



**Our actions  
show we care**



**We bring  
our best**



**Together  
we achieve**



**We shape  
the future**

## 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 immunization 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.



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future