

Position Description

Hepatitis C Outreach Service Clinical Nurse Consultant

Classification:	ZA8 - Clinical Nurse Consultant C
Business unit/department:	Gastroenterology
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" 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:	Fixed-Term Full-Time
Hours per week:	40 (38 + ADO)
Reports to:	Divisional Manager Gastroenterology, Transplant and General Surgery
Direct reports:	N/A
Financial management:	Budget: \$0M
Date:	March 2027

Austin Health is one of Victoria’s major health services. We provide care across three campuses in Melbourne’s north-east: Austin Hospital (including the Olivia Newton-John Cancer Wellness and Research Centre), Heidelberg Repatriation Hospital and the Royal Talbot Rehabilitation Centre, as well as in the community and at home.

We offer a range of specialist, state-wide services and we are an internationally recognised leader in clinical teaching and training, offering tertiary health services and professional education with leading universities and research institutes.

We’re renowned for our specialist work in cancer, solid organ transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position purpose

The Clinical Nurse Consultant is accountable for the effective clinical nursing management of patients/clients within a specific patient/client group, demonstrating superior consolidated clinical skill. This position will contribute to clinical nursing service delivery and direction, clinical quality and risk, service performance and care standards within the area of speciality and/or responsibility. This

role will deliver evidence-based nursing care that meets professional, organisational, legal and ethical standards in order to optimise health outcomes for the community. The Clinical Nurse Consultant promotes, participates and initiates clinical audits and research projects, evaluates current research and coordinates key stakeholders to implement change processes that reflect research findings.

This position is a specialist hepatitis C outreach nursing role within the Austin Health Hepatology and Gastroenterology services, focused on improving access to hepatitis C screening, point-of-care testing, diagnosis, linkage to care and treatment for priority populations across hospital and community settings. The role delivers outreach, education and care coordination in collaboration with mental health, alcohol and other drug, primary care and community-based services, and supports integrated blood-borne virus care pathways. The position also contributes to related hepatology service priorities, including selected nurse-led liver clinic activities, FibroScan services and post-discharge coordination for patients with advanced liver disease.

About the Hepatitis C Outreach Services

The Hepatitis C Outreach Service is part of the Surgical, Anaesthesia and Procedural Medicine Division (SAPM), part of the Operations Directorate, comprises the following departments which operate across both the Austin Hospital and Repatriation Hospital sites.

- Theatre Operations
- Theatre Support
- Anaesthetics
- Surgical Access
- Cardiology
- Catheter Laboratory and Cardiac Diagnostics
- Cardiac Surgery
- Thoracic Surgery
- Plastic & Reconstructive Surgery
- Oral & Maxillofacial Surgery
- Thoracic Surgery
- Orthopaedic Surgery & OAHKS
- Colorectal Surgery
- Upper GI Surgery/Endocrine
- ENT Surgery
- Gastroenterology and Hepatology
- Endoscopy
- Ophthalmology
- Urology
- Gynaecological surgery
- Breast Surgery and Surgical Oncology
- Hepatobiliary Transplant
- Renal Transplant Surgery
- Liver & Intestinal Transplant

The Hepatitis Service as part of the Gastroenterology Unit provides care to patients newly diagnosed with chronic viral hepatitis and other liver diseases along with a strong research collaboration for the treatment and management of liver disease.

The Hepatitis C Outreach office is located on level 8, HSB of the Austin Campus. The clinical component of this position is mostly in the outpatient department of Austin Campus, Holstep Health in Heidelberg or working with the local community and general practitioners.

Austin Health in partnership with community health services undertakes and manages a weekly local clinic at Holstep Health. The Hepatitis C Outreach Clinic provides a safe, effective and consistent nursing model to engage patients in a community setting in the uptake of Hepatitis C treatment.



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Position responsibilities

Role Specific:

Direct clinical care

- Coordinate and deliver specialist nursing care, outreach, follow-up and care coordination for community-based and hospital-based patients with hepatitis C, hepatitis B and other liver disease, with a primary focus on improving access to hepatitis C screening, diagnosis, linkage to care and treatment for priority populations.
- Provide clinical and operational support for outreach and nurse-led liver services, including the Holstep Outreach Liver Clinic, nurse-led liver clinics, the NAFLD clinic and the weekly FibroScan service, including performance of FibroScans, clinical documentation and communication of results.
- Undertake blood-borne virus screening and hepatitis C point-of-care testing activities, including antibody and RNA testing where relevant, quality assurance, result follow-up, patient engagement and linkage to ongoing care across Austin and community-based sites.
- Deliver education, advice and care coordination in collaboration with mental health, alcohol and other drug, primary care, community-based services and relevant partner organisations to support integrated blood-borne virus and liver care pathways for priority and underserved populations.
- Provide specialist hepatitis nursing advice and contribute to the development and implementation of clinical pathways, protocols and service improvements that support safe, effective and holistic patient care across Austin Health and outreach settings.
- Support selected patients recently discharged following admission with decompensated cirrhosis through a nurse-led transition-of-care pathway, including structured post-discharge review, complication monitoring, medication reconciliation, patient and carer education, coordination of ascites/paracentesis pathways, and timely escalation to the hepatology service to reduce preventable readmissions.
- Support the coordination and administration of hepatitis and liver outreach services, including patient tracking, database management, clinic coordination, reporting, and provision of service activity data to support operational management, quality improvement and strategic planning.
- Contribute to research, ethics, patient feedback processes, grant-supported activities, service evaluation and the ongoing development of innovative nurse-led and outreach models of care.

Support of Systems:

- Provide reports as appropriate upon request on nurse consultant activity, hepatitis C activity, patient outcomes and complications
- In a consulting capacity, provides clinical nursing expertise and direction in line with clinical standards policies and procedures to both internal and external customers, including providing high level nursing assessment, care planning and interventions/procedures.
- Oversee the management of the hepatitis integrated service, including database administration, human resource requirements and provision of data and reports for strategic planning purposes
- Assist in the ongoing review of nursing and hepatitis C policies and procedures.
- Provides efficient customer focused service commensurate with senior status and role.



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- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Use of clinical and operational information systems to inform decision making and evaluate outcomes.
- Active participation in interdisciplinary committees and working parties, locally and organisation-wide as required.
- Provide timely performance feedback, coaching and guidance when needed in accordance with the performance management policy.
- Actively contribute to the accreditation process, including achieving compliance with the National Safety & Quality Health Service Standards.

Education:

- Provide ongoing education to staff regarding Hepatitis C treatment, including presentations, staff in-services and supporting staff in their educational portfolios.
- Maintain ongoing personal and professional development by undertaking further education as required, attending lectures and meetings.
- Develop and maintain patient information resources.
- Maintains own education and learning needs by participating in continuing professional development (CPD) directly relevant to context of practice.

Professional Leadership:

- Collaborate with health promotion and harm reduction agencies (Hepatitis Victoria, EC, Burnett Institute, NSP, Harm Reduction, Kirby Institute) and participate in the development and implementation of clinical pathways to ensure effectiveness and quality holistic patient care to treat patients with hepatitis C
- Maintains a professional demeanour and serves as a role model for all nursing staff, both as a clinician and in line with behavioural expectations.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and support succession planning.
- As an expert resource, provides expert clinical knowledge and direction to ensure safe work practices within the department/ward, in accordance with Austin Health Policies as varied from time to time.
- Maintains and fosters relationships with appropriate internal and external stakeholders.
- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities
- Uses clinical information systems to inform decision making and evaluate outcomes.
- Is constantly scanning the environment, benchmarking with like services to ensure the unit is a leader in clinical care
- Demonstrate and role model Austin values

Research & Quality:

- Identify areas that require improvement through observation, audits, incidents and staff feedback, and implement improvement initiatives as required.
- Report complaints in a timely, responsive manner and implement strategies to limit reoccurrence of the identified complaint.
- Ensure policies and procedures are maintained and embedded in local work areas.



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- Report matters relating to Occupational Health and Safety and ensure safety standards in the workplace are met.
- Ensure safe work practices and environment in accordance with Austin Health Policies.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs;
- Promotes a culture of innovation education, excellence and patient/client first focus, through policies and practices that support and recognise individual and collective team contribution.
- Provides clinical nursing expertise through knowledge of research, new developments and evidence-based practice in discipline and specific and related areas.
- Ensure clear accountability for quality and safety within the department.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse): <https://austinhealth.sharepoint.com/sites/OPPIC>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection criteria

Essential for Knowledge and Skills:

- Registered Nurse with the Nursing and Midwifery Board of Australia.
- Demonstration of innovative leadership skills and initiatives
- Excellent organisation, time-management skills and attention to detail.
- Excellent written and verbal communication and interpersonal skills.
- Demonstrated analytical and problem-solving ability.
- Ability to work collaboratively as a team member and with the other Nurse Coordinators, and autonomously to meet patient needs and the goals of the Unit.
- 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.
- Current Victorian driver's license
- Excellent interpersonal and communication skills, with a demonstrated ability to provide compassionate, culturally safe, trauma-informed and non-judgemental care to a broad spectrum of people, including those with alcohol and other drug use, blood-borne virus risk factors, and complex psychosocial needs.
- Understanding of confidentiality requirements in line with Austin policies.
- An interest in liver and gastrointestinal diseases including knowledge of hepatitis C disease processes and treatment opportunities

Desirable but not essential for Performance in the Position

- 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.
- Experience working as a Clinical Nurse Consultant.
- Experience with clinical trials and/or clinical research an advantage



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- Research, publication and public presentation experience

Professional qualifications and registration requirements

- Registered Nurse with the Nursing and Midwifery Board of Australia.
- Current AHPRA
- Bachelor of 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.

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



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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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