



## POSITION DESCRIPTION

<b>Name:</b>	East Hume Aged Care/Disability Palliative Care Resource Consultant
<b>Commencement / Last Date Reviewed:</b>	June 2020
<b>Reviewed By:</b>	

## ORGANISATIONAL STRUCTURE

Position Title	Role / Team	Area	Direct Reports
East Hume Aged Care/Disability Palliative Resource Consultant	Well Ageing Vision and Engagement	Clinical Services	As per line management structure
Location	Employment Type	Reports To	Professional Accountability
Negotiable	Part Time Registered Nurse Gr 4B (0.4) EFT	Director of Clinical Operations	Director of Clinical Operations

## OUR VISION

Provide Palliative Care leadership in the Hume Region.

## Our Mission

The Hume Region Palliative Care Consortium are committed to working with each other, governments and the community, so all Victorians with a life-threatening illness and their families and carers will have access to a high-quality palliative care service system that fosters innovation and provides coordinated care and support that is responsive to their needs.

## OUR VALUES

**CARING**

**EXCELLENCE**

**RESPECT**

**INTEGRITY**

**FAIRNESS**

## POSITION PURPOSE

The Hume Region Palliative Care Consortium (HRPCC) is an alliance of specialist palliative care providers and the Department of Health and Human Services in the Hume Region. Palliative care services include Community, Regional Consultancy and in-patient palliative care. The East Hume area covers the local government areas of Alpine, Benalla, Indigo, Mansfield, Towong, Wangaratta and Wodonga.

The East Hume Aged Care/Disability Palliative Resource Consultant is part of the East Hume Palliative Care Consultancy Team based in Wodonga. This role is currently situated at Wangaratta however the location may be negotiated with the successful applicant.

The key responsibility of this role is to build the capacity and strengthen the palliative care approach across the East Hume Residential Aged Care Facilities (RACF) and Residential Disability Accommodation Services. This role will work with and alongside the facilities/services to promote and support a palliative approach to care into their policies and procedures, model of care, referral pathways, staff education requirements and quality measures and standards.

The role requires the Consultant to work effectively both in a team and independently.



## RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Director of Clinical Operations and the Hume Region Palliative Care Consortium Manager.

PERFORMANCE AREA	RESPONSIBILITY
<b>Core Role</b>	<ul style="list-style-type: none"> <li>- Develop and maintain strong communication pathways with key stakeholders including but not limited to palliative care services, residential aged care facilities and disability accommodation services.</li> <li>- Build on existing work to establish and maintain a network of staff with an interest in leading palliative care and the ability to influence change within their facility or service.</li> <li>- Focused on building the capacity within residential aged care facilities and disability accommodation services by being a conduit to appropriate clinical, educational and supportive care resources and Standards to promote sustainable practice.</li> <li>- Take a change management approach to planning, supporting and evaluating quality improvement activities in conjunction with key facility/accommodation staff. Including but not limited to:               <ul style="list-style-type: none"> <li>o Support facilities to implement a palliative approach to care into policies and procedures, model of care, referral pathways, staff education requirements and quality measures and standards.</li> <li>o Implement the key processes of the End of Life Directions for Aged Care (ELDAC) Toolkit.</li> <li>o Support facility staff in an audit and quality improvement process as requested.</li> <li>o Develop and deliver palliative and end of life education to staff of varied disciplines.</li> </ul> </li> <li>- Partnering with the West Hume Aged Care/Disability Palliative Resource Consultant and the East Hume Palliative Care Consultancy Service contribute to regional palliative care educational forums.</li> <li>- Promote engagement between aged care facilities and disability accommodation services with palliative care services</li> <li>- Represent the East Hume Region at the State-wide Palliative Care Aged and Disability meetings.</li> <li>- Provide quarterly activity reports and updates to the Hume Region Palliative Care Consortium Manager.</li> </ul> <p><b>QUALITY, SAFETY, RISK and IMPROVEMENT</b></p> <ul style="list-style-type: none"> <li>▪ Maintain an understanding of individual responsibility for consumer safety, quality and risk management and adhere to relevant policies, procedures and guidelines.</li> <li>▪ Maintain a safe working environment for yourself, your colleagues and members of the public.</li> <li>▪ Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the organisations workforce.</li> <li>▪ Contribute to organisational quality and safety initiatives.</li> <li>▪ Complete the mandatory training requirements as defined by the employing organisation.</li> <li>▪ Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public.</li> <li>▪ Seek internal customer or consumer feedback and respond accordingly to identify areas of needs</li> <li>▪ Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.</li> </ul> <p><b>OTHER REQUIREMENTS FOR NON-CLINICAL EMPLOYEES:</b></p> <ul style="list-style-type: none"> <li>▪ Develop and maintain collaborative relationships with all teams and professionals.</li> <li>▪ Understand and act in accordance with the employing agency's Code of Conduct, values and relevant policies, procedures and guidelines.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities.</li> <li>▪ Uphold and protect consumer rights and maintain strict confidentiality.</li> <li>▪ Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times.</li> <li>▪ Improve performance by seeking feedback, setting goals and participating in annual performance reviews.</li> <li>▪ Participate in committees and professional groups and disseminate relevant information to relevant employees.</li> <li>▪ Comply with the principles of Patient and Family Centred Care.</li> </ul> <p><b>KPI for this section</b></p> <ol style="list-style-type: none"> <li>1. Provide consultancy, education and support to Residential Aged Care Facilities.</li> <li>2. Provide consultancy, education and support to Disability Accommodation Services.</li> <li>3. Ensure consultancy, education and support aligns with current best practice and relevant Standards.</li> <li>4. Participation in delivering regional palliative care education inc. external providers and programs.</li> <li>5. Attendance and active participation at relevant meetings as required.</li> <li>6. Compliance with HPCC and DHHS reporting requirements.</li> <li>7. 100% compliance with training requirements as outlined by the employing agency.</li> <li>8. Active participation in the Performance and Development review process.</li> </ol>
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## WORKING RELATIONSHIPS

<p><b>Employee Obligations- OHS</b></p>	<ul style="list-style-type: none"> <li>- Participate in the development of a safe and healthy workplace.</li> <li>- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> <li>- Co-operate with management in its fulfilment of its legislative obligations.</li> <li>- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.</li> <li>- To report any injury, hazard or illness immediately, where practical to their supervisor.</li> <li>- Does not place others at risk by any act or omission.</li> <li>- Does not wilfully or recklessly interfere with safety equipment.</li> </ul>
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## WORKING RELATIONSHIPS

### INTERNAL

- Director Clinical Services
- Hume Region Palliative Care Consortium Manager
- The Hume Region Palliative Care Consortium and Clinical Advisory Group
- West Hume Aged and Disability Palliative Care Consultant
- East Hume Palliative Care Consultancy Service

### EXTERNAL

- Residential Aged Care Facility staff
- Residential Disability Accommodation Service staff
- Community and Consultancy Palliative Care Services
- The State wide Aged and Disability Consultants Group
- Hume Region Department of Health and Human Services Representatives



## KEY SELECTION CRITERIA

### Mandatory

1. Registered Nurse Division 1.
2. At least three years' experience and demonstrated knowledge and expertise in palliative care and/or the palliative approach in aged care.
3. Demonstrated advanced communication and interpersonal skills both written and verbal with the ability to engage key stakeholders and foster collaborative working relationships.
4. Demonstrated ability to produce well researched and accurate educational material and deliver education.
5. Ability to manage and prioritise multiple tasks, demonstrating strong organizational and time management skills.
6. Comprehensive computer skills (proficiency with the Microsoft suite inc. outlook)
7. Current full Victorian Driver's license.

### Desirable

9. Postgraduate qualifications in Palliative Care Nursing, Advanced Nursing or a related field.
10. Experience and knowledge working with the aged care and disability service sectors including relevant Aged Care Standards and Disability Care Standards.
11. Certificate 4 in training and assessment.

### Other Position Requirements

A satisfactory National History Criminal Check, a Working with Children Check, and completion of a Commonwealth of Australia Statutory Declaration is required prior to commencement of employment. Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. The Hume Region Palliative Care Consortium may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

The role may require the following tasks among other things:

<b>CLERICAL / ADMINISTRATION ROLE</b>
<ul style="list-style-type: none"><li>▪ manual handling (pushing, pulling, lifting)</li><li>▪ sitting, standing, bending, reaching, holding, lifting</li><li>▪ computer work, data entry</li><li>▪ general clerical at varying levels ,</li><li>▪ use of personal protective equipment</li><li>▪ handling general waste</li><li>▪ pushing and pulling trolleys / filing</li><li>▪ work at other locations may be required</li><li>▪ <u>shift work in some roles</u></li><li>▪ driving motor vehicles</li></ul>

### Inherent Requirements

The employing agency has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.



I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That the employing agency has a zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to the employing agency's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That the employing agency may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_

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\_\_\_\_\_  
(Print Name)



# Standards of Behaviour

## Above the line Our staff will always:

## Below the line Our staff will not:

### Caring

Show compassion to all people  
 Demonstrate empathy and understanding  
 Work as part of the team  
 Mentor others  
 Provide encouragement to others  
 Care for others the way they would like to be cared for themselves

Be disrespectful  
 Be self-centered  
 Have inappropriate conversations with others  
 Display rudeness

### Excellence

Commit to the NHW Hardwiring Excellence expectations  
 Have the courage to question what we do  
 Persevere to do the best job they can  
 Strive continuously to improve  
 Be professional and enthusiastic  
 Maintain customer focus

Give up  
 Demonstrate a 'can't-do' attitude  
 Accept mediocrity  
 Be unreliable  
 Pass the buck  
 Ignore feedback given by patients or colleagues

### Respect

Maintain confidentiality and privacy  
 Listen to others and accept differences  
 Be punctual  
 Respond courteously  
 Greet all people by saying hello, smiling and introducing themselves  
 Be culturally informed and sensitive  
 Respect diverse opinions

Be sarcastic  
 Bully, harass or display aggression  
 Be judgmental  
 Withhold information  
 Contribute to rumours  
 Leave an untidy workplace

### Integrity

Be open and honest  
 Lead by example  
 Be responsible and accountable for their own actions  
 Stand up and take action  
 Escalate issues or behaviors of concern

Be arrogant  
 Be dishonest  
 Be hypocritical  
 Avoid responsibility  
 Allow unacceptable behavior

### Fairness

Demonstrate consistency  
 Treat people equally  
 Be considerate and understanding  
 Be collaborative and collegiate

Discriminate against others  
 Demonstrate favoritism and exclusion  
 Refuse to assist others with their workload