The Stomal Therapy Clinical Nurse Consultant (CNC) is an integral member of the multi-disciplinary team focusing on Stomal Care supporting clients, carers and providers pre and post surgery with a patient centred care approach. The Stomal Therapist CNC provides expert advice to inpatients, outpatients, public and private healthcare organisations for operative counselling, support, education, clinical management and general information. This support is regular and ongoing for the life of the stoma.
The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager.

<table>
<thead>
<tr>
<th>PERFORMANCE AREA</th>
<th>RESPONSIBILITY</th>
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| **Core Role**    | - Fulfills the responsibilities of this role in accordance with NHW values and standards of behaviour.  
  - Ensures safe practice and good clinical outcomes for patients based on best practice principles.  
  - Coordinate the provision of high quality, culturally sensitive care to meet the patient's needs as discussed with the patient's, their carer's and other members of the interdisciplinary team  
  - Conducts self within a professional and ethical framework to deliver accountable care that protects the rights of individuals and groups  
  - Provide supervision and direction of staff in the delivery of clinical care and within scope of practice  
  - Foster effective working relationships with staff, peers, clients/patients, families and clinicians through high level communication and leadership skills  
  - Working in partnership with the leadership team and other units, to ensure an integrated approach to the delivery of client/patient care throughout NHW  
  - Coordinate work practices in accordance with Award Agreements and entitlements  
  - Participates in meetings and other activities to enhance communication across the team  
  - Foster relationships with Wound Care nurse to ensure consistent and best practice principles are being undertaken for the client  
  - Participate in planning and delivery of health promotion and community education activities as a representative of NHW  
  - Participate in professional activities and within organisations such as Wounds Australia, Cancer Nurses of Australia, Wound Congress of Enterostomal Therapists  
  - Facilitate Support Education and Support Groups as per NHW and Community Needs  
  - Feedback through Consumer Survey |
| **Quality and Risk** | - Promote a continuous improvement culture in line with Hardwiring for Excellence principles  
  - Coordinate the focus of the team towards continuous improvement in service delivery through evidence-based practices, policies, guidelines and the evaluation of clinical outcomes  
  - Comply with NHW risk management and clinical governance policies and systems  
  - Identify clinical risk through incident reporting, analysis and record review and seek opportunities for improvement  
  - Actively participate in the ACHS Evaluation and Quality Improvement Program and preparation for organisational accreditation surveys  
  - Have expert input into the policies and procedures with North East Health Wangaratta  
  - Undertake Annual Quality Activities to ensure the delivery of care is consumer focused  
  - Complete department Audits in accordance with NHW policy and as requested by the program Manager  
  - Compile and submit data and reports as requested by the organisation, community, State and Commonwealth agencies  
  - Maintain Benchmarking goals as determined by the organisation and the State and Commonwealth agencies.  
  - To be familiar with and observe NHW and regional relevant policies and guidelines.  
  - Participate in submission process for accessing new funds or developing growth funding.  
  - Develop and update clinical policies and guidelines for the organisation in accordance with evidence based practice and current program specific standards of practice.  
  - Collaborate with staff and management to ensure policies and guidelines are implemented.  
  - Participate in benchmarking quality projects with other programs in service delivery.  
  - Participate in quality initiatives (developed, maintained and implemented appropriately).  
  - Identify parameters for client/staff safety.  
  - To undertake client assessment, implement service delivery, discharge and follow-up of clients to promote positive outcomes for clients and staff in line with current performance indicators provided by the Department of Human Services.  
  - Collaborate with health professional educators to develop staff education needs.  
  - To work as part of a multidisciplinary team by referring and liaising with relevant professionals to ensure efficient, coordinated and quality care across organisational and community services. |
- Identify health promotion and community education needs of the community.
- Develop and implement appropriate health promotion and community education strategies

- Involvement in 2 multidisciplinary quality activities per annum
- Accurate recording of statistics completed by the end of each week and or by the 2nd working day of the new month.

**Development and Education**

- Knowledge of Stomal Therapy best practice principles, products and management to ensure client care is recent and relevant.
- Attend organisational, regional, commonwealth program specific focus groups as approved by the Team Leader and or the Manager Community Health.
- To participate in regular supervision with experienced clinical staff at Northeast Health Wangaratta or via external facilitation
- Strengthen and develop relationships with other health service providers to increase links and partnership opportunities.
- Participate in the planning and development of community and regional programs.
- To promote stomal therapy locally and / or nationally or internationally.
- To work in partnership (locally and regionally) with co-workers, other agencies & community groups in identifying stomal therapy needs and issues and plan coordinated responses to facilitate positive change
- Takes responsibility for own professional development
- Support succession planning for staff across the team and organisation
- Act as a role model for all staff
- Actively participate in committees within the facility, NHW and the region as appropriate

- Annual performance appraisal as per NHW policy.
- Completion of all mandatory organisational competencies.
- Participation in one health promotion activity identified from the organisational integrated health promotion plan.
- Attend 15 program based meetings per year
- Allocated working hours at 75% productivity
- Community health targets achieved

**Employee Obligations - OHS**

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- 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.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment
- Undertake an annual performance in accordance with NHW policy
- Undertake mandatory competency programs in accordance with NHW policy

- Annual Audit on Safety Risk assessment

**WORKING RELATIONSHIPS**

**INTERNAL**
NHW Staff Members, NHW Volunteers

**EXTERNAL**
Patients, Carers, Visitors, Service Providers, Specialist Surgeons, Physicians, General Practitioners, Other Health Care Facilities
SPECIFIC SKILL REQUIREMENTS / QUALIFICATIONS / QUALITIES

Essential
- Registered as a Registered Nurse with the Nursing and Midwifery Board of Australia (AHPRA)
- Post graduate qualifications (or working towards same) in Stomal Therapy or minimum of 5 years recent clinical experience in Stomal therapy nursing, community nursing, health promotion or related nursing field.
- Highly developed communication / interpersonal, negotiation and conflict resolution skills
- Demonstrated commitment and ability to work in an interdisciplinary team
- Demonstrated computer literacy skills using various Health related applications
- Ability to comply with the NHW Standards Of Behaviour
- Demonstrated Computer literacy skills using various Health related applications
- Current motor vehicle licence.

Desirable
- Demonstrated commitment to professional development and learning for self and others
- Membership of Relevant professional organisation.
- Current knowledge of, and commitment to, evidence based practice in stomal therapy.
- Demonstrated knowledge and expertise in the care of people requiring stomal management.
- Skills & experience in assessment, referral, advocacy & support of clients.
- Well developed communication, organisational and interpersonal skills, written and verbal.
- Demonstrated ability to work both independently and as part of a multidisciplinary team.
- Awareness of issues in delivery of community services in rural and isolated areas.
- Expertise in facilitating education and support groups.
- Experience in planning and delivery of health promotion and community education.
- Demonstrated involvement in professional activities and organisations such as Australian Association of Wound Management (AWMA) and Cancer Nurses of Australia, World Congress of Enterostomal Therapists (WCET).
- Knowledge of Stomal Therapy product range and its management.

All staff must have and remain current for continued employment the following:
- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas

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# Standards of Behaviour

## Above the line
### Our staff will always:
- **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

### 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

### 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

### 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

### Fairness
- Demonstrate consistency
- Treat people equally
- Be considerate and understanding
- Be collaborative and collegiate

## Below the line
### Our staff will not:
- **Caring**
  - Be disrespectful
  - Be self-centered
  - Have inappropriate conversations with others
  - Display rudeness

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

### Respect
- Be sarcastic
- Bully, harass or display aggression
- Be judgmental
- Withhold information
- Contribute to rumours
- Leave an un tidy workplace

### Integrity
- Be arrogant
- Be dishonest
- Be hypocritical
- Avoid responsibility
- Allow unacceptable behavior

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

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**Received By Employee**

**Name:** __________________________________________________

**Date:** ____________________________________________________