

POSITION DESCRIPTION

Position Title	Palliative Care Liaison Nurse
Reports to (Title)	Clinical Services Director – Medical Services
Executive Director	Executive Director of Nursing & Cabrini Institute
Department	Nursing
Position Location	Cabrini Malvern, Brighton and Rehabilitation services
Award/Agreement	Salary & Conditions in accordance with Contract of Employment & Award – Registered Nurse grade 4B or equivalent
Delegation of Authority Level	

Position Summary & Role Purpose

The Palliative Care Consult and Liaison Nurse is responsible for the timely assessment for, and subsequent planning and facilitation of palliative care services to meet a patient's preferences and needs. This will be done in consultation with Medical Specialists, Nurse Managers, advance trainees and the multidisciplinary care team.

The position will facilitate service development through the establishment of relationships with Nurse Managers from all relevant wards and act as a resource for clinicians in relation to accessing palliative care services, symptom management and end of life care support within the framework of the Mission, Values and Vision of Cabrini Health.

The Palliative Care Consult and Liaison Nurse is able to work independently whilst at the same time contributing strongly to the multidisciplinary healthcare team.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- Proactively seeks opportunities to build and maintain collaborative relationships with external and internal stakeholders to facilitate knowledge of, and access to palliative care services
- Facilitates effective communication between clinical staff at Cabrini Malvern, Brighton and Palliative Homecare services
- Assists in raising the profile of palliative care services across Cabrini Health and contributes to improved relationships between campuses and services
- Assists in raising the profile of palliative care services within Cabrini Health and external services
- Manages prioritisation and completion of tasks, including timely response to referrals
- Participates in working parties, committees and internal and external forums
- Represents palliative care services across Cabrini Health as required, within and external to the organisation

1.2 Operational Responsibilities

- Consults with the patient, their family and/or carers, the patient's medical staff, nursing staff and other members of the healthcare team regarding the current and ongoing service needs
- Ensures effective systems and processes are in place to facilitate referrals including notifying the Medical Palliative Care team
- Works in collaboration with the Palliative Care Consultant or Registrar to ensure appropriate review of patients as required
- Completes all required referrals to specialist palliative care services
- Liaises with community services to inform them of referred/existing clients and the reason for admission, current condition, goal of care and discharge plans
- Complex discharge planning requiring support from the multidisciplinary team
- Support and education to clinicians utilising evidenced based resources
- Liaises with relevant wards and departments to ensure understanding of specialist Palliative care service provision and identification of appropriate patients for referral
- Provides education, information and support to patients and families and arranges family meetings as required
- Contributes to preparation for and achievement of Accreditation Standards
- Provision of nursing support to the Supportive Care clinic through facilitating referrals and assisting in supporting clinical issues
- Collection of PCOC data

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Utilises and reports on agreed KPI's to demonstrate effectiveness, efficiency, and consumer and staff satisfaction

1.4 Contributes to the achievement of professional expertise for self through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini management performance framework
- Supporting training opportunities for clinical staff as required

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

Organisational Relationships

The Palliative Care Consult and Liaison Nurse reports to the Clinical Services Director – Medical Services and will:

- Be accountable to the Clinical Services Director – Medical Services, for the provision of clinical services as delegated.
- Develops and maintains effective working relationships with the palliative Medical, inpatient, home care and multidisciplinary teams.
- Establishes collaborative relationships with other community and palliative care services and programs including General Practitioners

Committee Membership

The Palliative Care Consult and Liaison Nurse will represent the Palliative Care Service at relevant meetings and committees as directed by Clinical Services Director and/or the Director of Medicine Palliative Care Services.

Staff Development

The Palliative Care Consult and Liaison Nurse will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

The Palliative Care Consult and Liaison Nurse must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational/Registration

- Current AHPRA registration as a Registered Nurse
- Previous experience in the acute care environment
- Holds or is working towards relevant tertiary qualification in palliative care

Personal abilities/aptitudes/skills

- Excellent communication skills
- Commitment to an outstanding patient experience and best practice in clinical care
- High level assessment and clinical decision-making skills and interpretation of the changing health status of patients
- High level of self-motivation and ability to work autonomously and as part of a team
- Well-developed written and verbal communication skills
- Proficient computer skills including Microsoft Word and PAS
- Demonstrated ability to liaise, negotiate and problem solve with stakeholders to produce outcomes
- Superior organisational and time management skills
- Proficiency with Microsoft office applications

Experience

- At least 10 years nursing experience
- Significant recent Palliative Care/community palliative care experience

Knowledge

- Knowledge of PCOC and knowledge data bases i.e. Caresearch, Therapeutic Guidelines in place to support evidence-based practice.
- Knowledge of the requirements of the *Nurses Act 1993 (Vic)* and the ACHS National Standards
- Knowledge and understanding of Commonwealth and State legislation and accreditations
- Knowledge of the Cabrini Mission, Vision and Values
- Knowledge of current, contemporary issues impacting on palliative care nursing

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:

Group Director Nursing and Clinical Education

Date