

## POSITION DESCRIPTION

<b>Position Title:</b>	Clinical Support Nurse
<b>Business Unit/Department:</b>	Education and Learning
<b>Division:</b>	People and Culture
<b>Award/Agreement:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	RN 28
<b>Reports To:</b>	Aligned Education Coordinator
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	25 March 2024

### Position Purpose

The Clinical Support Nurse (CSN) is responsible for providing support and mentorship to nursing staff, including in the clinical learning environment. This position will provide direct expert clinical support and leadership to all nurses, particularly graduate nurses. The CSN will encourage a positive learning environment in which competencies are maintained and skills developed consistent with current nursing knowledge and research. The CSN will ensure that support is aimed at the constant improvement of care for the patient whilst increasing the skills and knowledge of nurses to be able to deliver best care.

### Business Unit Overview

Western Health recognises the importance of career development for its staff. The Centre for Education (CE) is a key provider of clinical support, professional development and continuing education for nurses, midwives, other health professionals and non-clinical staff. The CE aims to provide an efficient and effective integrated education service that addresses the learning, education and training needs of Western Health staff from a perspective of life-long learning and professional development.

### Key Responsibilities



#### Support the Development and Learning of Nursing staff

- Provide support and mentorship that is aligned with best practice to all nurses
- Role model best care and the Western values
- Highly visible presence in the clinical areas
- Promote the use of WH policies and procedures at all times
- Maintain own knowledge of evidenced based practice and participate in your own professional development so that your knowledge and skills remain current and align with best evidence.
- Monitor progress of undergraduate and graduate nurses and feedback to educator/program coordinator as appropriate
- Provide direct clinical instruction and supervision to develop high quality clinical care skills to all nurses

### Our Vision

**Together, we deliver the healthcare of the future.  
Providing the Best Care for the people of the West, in the right place and at the right time.**



## Research

- Use evidence to support improvement to consumer care and practice
- Be curious about ways to improve practice and outcomes
- Promote evidence-based practice and share findings at internal and external forums
- Participate in quality and research projects as appropriate



## Evidence Based practice

- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Be familiar with local and organisational policies, procedures and guidelines
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in nursing practice
- Participate in new initiatives to enhance consumer outcomes and experience, or staff employment outcomes and experience
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities



## Achieve performance excellence:

- Assist in the development of clinical skills of all nurses by providing support, supervision, coaching and mentorship.
- Assist with provision of feedback to staff on their performance, and maintain records and documents relating to the performance and development of all staff.
- Demonstrate effective communications and interpersonal skills in every aspect of the support process.
- Disseminate information to all nurses through verbal and/or written communication regarding nursing and clinical practice, and report to manager/educator on a regular basis.



## Clinical expertise

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Director of Education and Learning
- Education Managers
- Education Site Managers
- Clinical Nurse Educator
- Graduate Nurse Coordinator
- Undergraduate Educator
- Nurse Unit Manager
- ANUMs
- Clinical Nursing Staff

#### External:

- Patients and their significant others
- Community of Western Health

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Selection Criteria
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Current registration as a Registered Nurse with AHPRA</li> <li>• Minimum of 3 years post-registration experience within acute settings</li> <li>• Knowledge of current clinical issues &amp; challenges in relevant clinical area</li> <li>• Possess recent acute clinical skills with advanced clinical knowledge.</li> <li>• Demonstrate excellent communication skills both written and verbal.</li> <li>• Demonstrate the ability to work autonomously in the role</li> <li>• Possess highly developed interpersonal skills including conflict resolution strategies.</li> <li>• Demonstrate an ability to work collaboratively as part of multidisciplinary, nursing and education team.</li> <li>• Be innovative, resourceful and adaptable to change.</li> <li>• Have recent experience in the delivery of clinical support at the bedside</li> <li>• Experience as a Clinical Preceptor</li> <li>• Proficient in the use and possess the ability to trouble-shoot ICT systems.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Completing or working towards a post graduate qualification, pertaining to a clinical discipline of nursing with an emphasis on education and training</li> </ul>
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police / criminal history check prior to employment</li> <li>• Obtain a working with children check prior to employment (if requested)</li> <li>• Obtain an Immunisation Health Clearance prior to employment</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures</li> <li>• Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health</li> <li>• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health</li> <li>• Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health</li> <li>• Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health &amp; Wellbeing Act 2023</li> <li>• Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines</li> </ul>
General Information
<ul style="list-style-type: none"> <li>• Redeployment to other services or sites within Western Health may be required</li> <li>• Employment terms and conditions are provided according to relevant award/agreement</li> </ul>

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- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: \_\_\_\_\_ Date:

[Click here to enter a date.](#)

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