

POSITION DESCRIPTION

Position Title:	Clinical Nurse Consultant
Business Unit/Department:	SNAP (Subacute and Non-acute Access and Pathways)
Division:	Aged, General Medicine and Subacute Services
Award/Agreement:	Approved Nurses and Midwives Agreement
Classification:	Clinical Consultant C (CAPR 4.1 or 4.2)
Reports To:	Operational: Operations Manager SNAP Professionally: Director of Nursing and Midwifery
Direct Reports:	N/A
Date Prepared/Updated:	25 August 2026

Position Purpose

The SNAP Clinical Nurse Consultant (CNC) is an essential component of the SNAP service and bridges the acute and subacute/non-acute interface. The SNAP CNC assists with organisational access and flow by identifying patients who may benefit from a subacute or non-acute pathway and responding rapidly to referrals from the treating team. The SNAP CNC is responsible for ensuring patients are medical stable for transfer to subacute and non-acute settings. In addition to clinical assessment and pathway identification, the SNAP CNC maintains a strong presence across both acute and subacute settings. This focus increases capacity and capability within these areas, minimises barriers to sub-acute and non-acute admissions, and ensures patients have access to care tailored to their specific needs.

The Clinical Nurse Consultant (CNC) will work within the area of specialisation team in the supervision, implementation and management of the specialist services and related strategic planning at Western Health.

As a member of a specialist team the CNC will provide expert and evidence-based direction to ensure service standards and practices related to their area of expertise are maintained and improved across all services of Western Health.

As a member of the health care team, the CNC is at the forefront of the provision of high-quality nursing care to consumers on a day-to-day basis.

As a professional, the CNC is accountable for:

- The maintenance of their own clinical knowledge, further education and always working within the confines of their specific scope of practice, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to work as a Registered Nurse in Australia at all times whilst working as a nurse within Western Health and practice in alignment with Nursing & Midwifery Board of Australia (NMBA) Registered Nurse Standards for Practice.

The role of the Clinical Nurse Consultant (CNC) involves working within, and providing advice and support to, a multidisciplinary team environment. This ensures the delivery of an efficient program that meets the

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growing healthcare needs of this area. The role incorporates key activities such as consumer advocacy, collaborative consumer and unit management, research, supervision, mentorship/preceptorship, active liaison with the multidisciplinary team, and accurate, timely documentation.

The CNC will contribute to providing quality health and well-being services for our consumers demonstrating proficient to expert behaviours across the five domains of leadership, research, evidence-based practice, education & learning and clinical expertise as identified in the Western Health Nursing and Midwifery Professional Practice Framework.

Business Unit Overview

The Subacute and Non-acute Access and Pathways (SNAP) Service is a pivotal service at Western Health ensuring that patients have access to subacute and non-acute pathways which facilitate the provision of the right care at the right time and in the right place. This includes screening and comprehensive assessment of patients to facilitate pathways out of acute care if possible. Patient engagement and involvement of carers in goal setting and care planning is critical in this process. This is done through collaboration with multiple treating teams, specialist units, service providers and community agencies. The SNAP service bridges the gap between traditional acute and sub/non-acute care by facilitating the flow of information, providing clinical consultation and capacity building to enhance care provision in these settings and forming a feedback loop for continuous improvement. The SNAP service prides itself on transparency of information, flexibility and responsiveness with an organizational responsibility for access and flow.

The SNAP service is a part of the Aged, General Medicine and Subacute Services (AGMS) Division. This division also includes the Acute Aged Care unit, Orthogeriatric unit, Cardiogeriatric unit, General Medicine, Geriatric Evaluation and Management (GEM), Rehabilitation and the Transition Care Program. AGMS Services are delivered across Western Hospital, Sunshine Hospital, and Williamstown Hospital. Subacute services play an integral role within the health care continuum, supporting patients to maximise their independence and functioning and, in doing so, minimise long-term health and community care needs. This diverse group of services is fundamental in promoting effective and seamless services across the care continuum. Subacute care is interdisciplinary care in which the need for care is driven primarily by the patient's functional status and quality of life rather than the underlying medical diagnosis.

Key Responsibilities



Leadership

- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Maintains a professional demeanour and serves as a role model for all nursing staff, both as a clinician and in line with behavioural expectations.
- Provides leadership in clinical situations demanding action.
- Take accountability for own actions and others under direction and sphere of responsibility
- Promotes a culture of innovation, education, excellence and consumer/client first focus, through policies and practices that support and recognise individual and collective team contribution.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning.

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- As an expert resource, provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a consumer focussed model of care.
- Exhibit a high level of emotional self-control and flexibility in complex, changing, and/or ambiguous situations and when confronted with challenges
- Maintains and fosters relationships with appropriate internal and external stakeholders.



Research

- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.
- Lead quality or practice improvement initiatives at local level and/or contributes to quality or practice improvement initiatives at program or organisational level
- Apply research evidence to clinical practice, has well developed strategies to inform practice in the absence of high level evidence
- Present and publish in appropriate professional conferences and journals and remain informed of the current literature



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
- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse, promote positive consumer outcomes and identify areas of improvement in nursing practice
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience
- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities



Education & Learning

- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Exchange and share information from participation in seminars and conferences with colleagues via huddles, in-services, presentations, education forums, team and other meetings
- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members and consumers/families.
- Works with less experienced nurses to develop their capabilities.
- Promote the development of, and involvement in, professional networks and learning communities
- Develop and evaluate policy initiatives that aim to foster patient/consumer involvement and provide them with real and meaningful choices about treatment options

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Clinical expertise

- 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.
- Is responsible for a timely response to referrals and manages and provides assistance to others in prioritisation and completion of tasks such as completion of necessary statistical data, including entry to support financial recuperation as appropriate.
- Act as a primary resource in relevant area and ensure the provision of high quality, culturally sensitive consumer care in partnership with consumers, their significant others and other members of the multidisciplinary care team
- Provides an efficient and customer focussed service commensurate with senior status and role. Analyses situations and make appropriate decisions in a timely manner that meets the needs of consumers, staff and organisation.
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams
- Represents clinical specialty in multidisciplinary working groups
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Western Health Guidelines

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 Nursing and Midwifery
- Divisional Director
- Clinical Service Director
- Operations Manager
- Heads of Units
- Medical staff
- Nurse Unit Manager
- Nursing staff
- Operations Manager SNAP
- Allied Health staff
- Transition Care Case Managers

External:

- Consumers, Next of Kin or Enduring Power Attorney
- General practitioners and broader Western Health Community Partners
- External Health Organisations

Selection Criteria

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Essential

- A commitment to Western Health Care's Values, Compassion, Accountability, Respect, Excellence, Safety.
- Current registration as a Registered Nurse with AHPRA.
- Experience working in a senior clinical role (CNS or above).
- A completed postgraduate qualification (certificate/diploma).
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills.
- Demonstrated experience working effectively independently and within a multidisciplinary team environment with minimal supervision.
- Demonstrated time management, organisation and planning skills.
- High level verbal and written communication skills.
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite.
- Demonstrated commitment to developing and improving personal education and skills appropriate to the position.
- Demonstrated competency and knowledge to effectively undertake basic health care education.
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Demonstrated ability to work independently with minimal supervision.
- Willingness to work collaboratively with other Clinical Nurse Consultants at other Western Health sites as required.
- Demonstrated negotiation, problem solving and analytical skills.
- Demonstrated ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes.
- Flexibility in working hours to provide leave cover as negotiated.

Desirable

- Have completed or be working towards a Master's degree.
- Evidence of prior service delivery planning.
- Evidence of prior case management and complex discharge planning.
- Proven ability to effectively manage and negotiate solutions to complex problems.
- Demonstrated knowledge of quality management and improvement projects.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals.

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- 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

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- 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
- 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
- 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 & Wellbeing Act 2023
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- 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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POSITION DESCRIPTION

Position Title:	Allied Health Grade 3 Professional
Business Unit/Department:	SNAP (Subacute and Non-acute Access and Pathways)
Division:	Operations
Award/Agreement:	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT
Classification:	Allied Health Professional (AHP) Grade 3
Reports To:	Operationally: Operations Manager SNAP
Direct Reports:	N/A
Date Prepared/Updated:	25 August 2026

Position Purpose

The SNAP Allied Health Professional (AHP) is an essential component of the SNAP service and bridges the acute and subacute/non-acute interface. The SNAP AHP assists with organisational access and flow by identifying patients which may benefit from a subacute or non-acute pathway and responding rapidly to referrals from the treating team. The SNAP AHP is responsible for ensuring patients are medical stable for transfer to subacute and non-acute settings. In addition to clinical assessment and pathway identification, the SNAP AHP maintains a strong presence across both acute and subacute settings. This focus increases capacity and capability within these areas, minimises barriers to sub-acute and non-acute admissions, and ensures patients have access to care tailored to their specific needs.

The AHP will work within the SNAP team in the supervision, implementation and management of the specialist services and related strategic planning at Western Health.

As a member of a specialist team the AHP will provide expert and evidence-based direction to ensure service standards and practices related to their area of expertise are maintained and improved across all services of Western Health.

As a member of the health care team, the AHP is at the forefront of the provision of high-quality care to patients on a day-to-day basis. As a professional, the AHP is accountable for:

- The maintenance of their own clinical knowledge, further education and always working within the confines of their specific scope of practice, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to work as an Allied Health Professional in Australia at all times whilst working as an allied health professional within Western Health.

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The role of the Allied Health Professional (AHP) involves working within, and providing advice and support to, a multidisciplinary team environment. This ensures the delivery of an efficient program that meets the growing healthcare needs of this area. The role incorporates key activities such as consumer advocacy, collaborative consumer and unit management, research, supervision, mentorship/preceptorship, active liaison with the multidisciplinary team, and accurate, timely documentation.

Business Unit Overview

The Subacute and Non-acute Access and Pathways (SNAP) Service is a pivotal service at Western Health ensuring that patients have access to subacute and non-acute pathways which facilitate the provision of the right care at the right time and in the right place. This includes screening and comprehensive assessment of patients to facilitate pathways out of acute care if possible. Patient engagement and involvement of carers in goal setting and care planning is critical in this process. This is done through collaboration with multiple treating teams, specialist units, service providers and community agencies. The SNAP service bridges the gap between traditional acute and sub/non-acute care by facilitating the flow of information, providing clinical consultation and capacity building to enhance care provision in these settings and forming a feedback loop for continuous improvement. The SNAP service prides itself on transparency of information, flexibility and responsiveness with an organizational responsibility for access and flow.

The SNAP service is a part of the Aged, General Medicine and Subacute Services (AGMS) Division. This division also includes the Acute Aged Care unit, Orthogeriatric unit, Cardiogeriatric unit, General Medicine, Geriatric Evaluation and Management (GEM), Rehabilitation and the Transition Care Program. AGMS Services are delivered across Western Hospital, Sunshine Hospital, and Williamstown Hospital. Subacute services play an integral role within the health care continuum, supporting patients to maximise their independence and functioning and, in doing so, minimise long-term health and community care needs. This diverse group of services is fundamental in promoting effective and seamless services across the care continuum. Subacute care is interdisciplinary care in which the need for care is driven primarily by the patient's functional status and quality of life rather than the underlying medical diagnosis.

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'.
- Comply with the expected scope of the role and standards of performance in the role as described by the relevant professional bodies/industry standards and leadership capability framework.
- Maintain registration (as required) and report any changes or limitations on practice if applicable.
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience.
- Comply with confidentiality obligations with regard to patients, consumers and colleagues.
- Comply with all Western Health policies and procedures.
- In conjunction with service manager ensure staff are appropriately directed and supported to deliver high quality client centred care in line with the "Best Care" Framework.
- Lead and deliver high quality person centred interprofessional care in line with the "Best Care" framework.
- Demonstrate extensive, evidence-based specialist knowledge, clinical reasoning and competencies, to lead and enhance patient care in area of practice.
- Provide and direct others in the provision of evidence based clinical services using a person-centred approach.

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- Demonstrate capacity to develop and implement methods to ensure that staff in the area of responsibility have an appropriate, measurable level of competence.
- Ensure the application and maintenance of clinical standards in areas of delegated responsibility.
- Demonstrate highly developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload.
- Identify and support others to solve complex problems.
- In conjunction with service manager contribute to the development and implementation of processes to facilitate effective consumer participation and ensure that appropriate responses are provided to customer feedback and complaints.
- Lead planning for clinical services for the team.
- In conjunction with service manager support staff to meet service targets/goals.
- Provide leadership which promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged.
- In conjunction with the service manager, actively work towards service integration and streamlined patient journeys.
- In conjunction with service manager ensure appropriate orientation of new staff.
- Demonstrate expert knowledge of resources relevant to area and acts as a resource person for other team members.
- Demonstrate high level open and effective communication (verbal, non-verbal, written and electronic) with consumers, other staff and service providers.
- Demonstrate highly effective negotiation skills and conflict resolution skills when dealing with difficult situations.
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan.
- Demonstrate flexibility/responsiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities and appropriately delegates as necessary.
- Participate and represent the service in consultation with service manager at relevant committees, working groups and meetings as requested.
- Lead the provision of information and education about the service and professional role within the service.
- Assist in promoting effective workplace relations and teamwork to ensure optimum relations across acute services and collaborating community agencies.
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings.
- Assist in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential.
- Assist in fostering and developing research opportunities across the service.
- Conduct or contribute to feedback to staff on their performance including performance development planning and performance management where relevant.
- Where designated, provide high quality supervision to junior staff and students that is timely, flexible and responsible.
- Lead and participate in the development, organisation and delivery of education programs for Western Health staff, external service providers and the community.
- Present at internal and external forums to enhance personal knowledge and professional development.
- Lead service development and evaluation through quality improvement activities or research projects where appropriate.
- Assist in writing procedures and guidelines as required for the ongoing development of the program and support relevant staff to complete these tasks.
- Assist in meeting reporting requirements relating to the service.

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- Ensure that service/program outcomes are achieved through appropriate client management and pathways.
- Facilitate/assist in the process of recruitment, selection and retention of staff to meet client and service needs.
- Ensure that workload statistics, and other required information, is entered and reported as directed, and on time by self and staff in area of responsibility.
- Perform other duties as directed.

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

Key Working Relationships

Internal:

- SNAP Operations Manager
- Divisional Director
- Clinical Service Director
- Operations Managers
- Heads of Units
- Medical staff
- Nurse Unit Managers
- Nursing staff
- Allied Health staff
- Transition Care Case Managers

External:

- Consumers, Next of Kin or Enduring Power Attorney
- General practitioners and broader Western Health Community Partners
- External Health Organisation

Selection Criteria

Essential

- A commitment to Western Health Care's Values, Compassion, Accountability, Respect, Excellence, Safety.
- Registration as an allied health professional in Australia.
- Minimum of five years post registration experience within acute care settings.
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills.
- Demonstrated experience working effectively independently and within a multidisciplinary team environment with minimal supervision.
- Demonstrated time management, organisation and planning skills.
- High level verbal and written communication skills.
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite.

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- Demonstrated commitment to developing and improving personal education and skills appropriate to the position.
- Demonstrated competency and knowledge to effectively undertake basic health care education.
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Demonstrated ability to work independently with minimal supervision.
- Demonstrated negotiation, problem solving and analytical skills.
- Demonstrated ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes.
- Flexibility in working hours to provide leave cover as negotiated.

Desirable

- Hold a relevant postgraduate qualification or be working towards same.
- Evidence of prior service delivery planning.
- Evidence of prior case management and complex discharge planning.
- Proven ability to effectively manage and negotiate solutions to complex problems.
- Demonstrated knowledge of quality management and improvement projects.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals.

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- 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
- 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
- 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
- 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
- Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

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General Information

- Redeployment to other services within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- 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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