

POSITION DESCRIPTION

Position Title:	Best Experience Clinician: Clinical Nurse Consultant/Senior Clinician
Business Unit/Department:	Diversity, Equity & Inclusion
Division:	Nursing & Midwifery Directorate
Award/Agreement:	Nurses & Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement; Allied Health Professional (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Clinical Consultant C (CAPR 4.1 or 4.2); Allied Health Professional (AHP) Grade 3 to Grade 4
Reports To:	Operations Manager – Best Experience
Direct Reports:	N/A
Date Prepared/Updated:	10 October 2025

Position Purpose

The Best Experience Clinician (BEC) will work collaboratively as part of the Best Experience Division, providing clinical expertise, leadership, and support to staff and consumers across Western Health from priority populations identified in the Best Experience Framework. The primary focus is to support the division's Aboriginal Health Unit – Wilim Berrbang, Disability Liaison Service, and Gender, Sex and Sexuality Liaison Service.

While each clinician will have be expected to have an area of specialist expertise; all Best Experience Clinicians will operate as a transdisciplinary team, contributing their expertise across all Best Experience services to enhance inclusive and affirming care.

This role is pivotal in delivering secondary consultation and service improvement functions across Western Health. This includes providing expert, evidence-based clinical advice to staff, supporting complex care coordination, and guiding reasonable adjustments that enable equitable access to health services for all consumers. The role also contributes to the design and implementation of service improvement initiatives and workforce capacity-building activities that align with Western Health's Best Experience action plans.

The BEC will work closely with the Health Navigator teams to ensure a coordinated approach to supporting consumers. This includes providing clinical input and oversight to referrals, assisting in the management of complex cases, and ensuring consumers receive safe, responsive, and holistic care through effective collaboration between clinical and navigation functions.

This role will work collaboratively with multidisciplinary teams across multiple sites, with the possibility of undertaking community outreach activities. The position will also contribute to the development of inclusive clinical practices, policies, and education that promote safe, accessible, and affirming care environments.

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As CNC's the BEC contributes 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 Best Experience division provides organisational leadership and services to embed an equity and inclusion lens within the day-to-day services and culture of Western Health. The division leads work on the Best Experience Framework 2024-28 and related action plans, in partnership with the People and Culture Best Experience team. The Best Experience Services are: Wilim Berrbang – Aboriginal Health Unit • Provide support to and advocacy on behalf of First Nations consumers, as requested by consumers themselves. • Provide culturally specific secondary consultation to clinicians. • Support service improvement activities with a First Nations self-determination lens • Drive improvements and delivery of the Aboriginal Cultural Safety Plan Consumer and Lived Experience Partnerships team • Oversees consumer advisor recruitment, training, support, and engagement. • Trains and guides staff on best practice consumer engagement strategies to improve quality, safety, and health outcomes. • Builds partnerships with local communities/organisations to ensure diverse consumer voices. • Leads Western Health's response to NSQHS Standard: <i>Partnering with Consumers</i>. • Includes our Lived Experience Advisor workforce Disability Liaison Service • Provides disability-specific support for patient navigation and reasonable adjustments. • Offers secondary clinical consultation and expert advice. • Advocates on systemic barriers to access • Drive service improvements aligned with the Disability and Neurodiversity Action and Inclusion Plan • Delivers education and training on disability inclusion. Gender, Sex and Sexuality Liaison Service • Provides clinical and peer support for consumers of diverse sexualities and genders. • Offers peer support for the workforce. • Drives service improvements aligned with the Health and Wellbeing Equality Index and our Gender Equality Action Plan • Builds workforce capacity in LGBTIQ+ affirming practice.	
Key Responsibilities	
	Leadership • Support priority populations accessing Western Health services • Lead efforts to improve staff capability in inclusive models of care and sensitive service provision • Support the roll-out of pilot projects, including actioning deliverables, participating in Project Control Groups, and contributing to Best Experience Framework initiatives. • Lead, participate in working groups, committees, forums, events and activities to influence change and improve service responsiveness for priority populations • Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.

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- Maintains a professional demeanour and serves as a role model for all clinical 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.
- 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

- Support evaluation and research activities relating to Best Experience service provision, ensuring inclusion of consumer perspectives.
- 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

- Build staff capability and confidence to provide affirming, culturally safe, and trauma-informed care and clinical responses for priority populations, including LGBTIQ+ communities, people with disability, and First Nations peoples
- 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 clinical knowledge, skills & essence of nursing to multidisciplinary team members and consumers/families.
- Works with less experienced clinician to develop their capabilities.
- Promote the development of, and involvement in, professional networks and learning communities

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- Develop and evaluate policy initiatives that aim to foster patient/consumer involvement and provide them with real and meaningful choices about treatment options



Clinical Expertise

- Collaborate with clinicians, multi-disciplinary teams, and lived experience staff to improve safety and responsiveness across the service
- Provide information and be part of a feedback loop back to the organisation about the experience of people accessing services
- Provide clinical leadership and secondary consultation and expert advice, where appropriate, on affirming practice
- Draw on established working relationships and identify opportunities to build partnerships with key community groups that may enhance service responsiveness
- In a consulting capacity, provides clinical expertise and direction in line with clinical standards policies and procedures to both internal and external customers, including providing high level clinical 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:

- Operations Manager, Best Experience
- Best Experience Health Navigators
- Director, Best Experience
- Manager, Aboriginal Health
- Cultural Safety and Best Experience Training Manager
- Allied Health Research and Knowledge Translation Lead
- LGBTIQ+ Research Assistant
- Division of Allied Health
- Division of Surgery, Endoscopy & Anaesthesia
- Division of Emergency Medicine & Intensive Care Services/Access & Patient Flow
- Division of Aged, General Medicine & Sub Acute Services
- Division of Women's & Children of Mental Health & Wellbeing
- Division of Western at Home
- Division of Cancer Services, Cardiology & Specialist Medicine
- Division of Drug Health Services
- Division of Clinical Support & Specialist Clinics
- Department of Nursing and Midwifery
- Dame Phyllis Frost Centre
- Western Public Health Unit
- Medical staff

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- Nursing staff
- Allied Health teams
- Consumer Advisory Group
- Director of Nursing and Midwifery
- Divisional Directors
- Clinical Service Directors
- Operations Managers
- Medical staff
- Nursing staff

External:

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

Selection Criteria

Essential:

- Current registration with AHPRA
- Experience working in a senior clinical role
- Have completed or be working towards a Post Graduate Diploma in area of specialty
- Strong understanding of, and lived connections within LGBTIQ+, people with disability or Aboriginal communities as demonstrated by your current personal and professional relationships.
- Excellent interpersonal and communication skills, an ability to challenge current practice where required.
- Ability to provide professional development, secondary consultation, and capacity building to colleagues and supervisees
- Ability to lead, problem solve and provide timely advice regarding intersectional practice to diverse teams and stakeholders.
- Experience with service improvement and organisational change initiatives
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Demonstrated experience working effectively independently and also 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.
- Current Victorian driver's license
- Applicants with lived experience, particularly those with experience or understanding of intersectional identities including Aboriginal, CALD, LGBTIQ+ and people with disability

Desirable:

- Have completed or be working towards a Masters in Nursing/clinical practice
- Evidence of prior service delivery planning
- Demonstrated knowledge of quality management and improvement methodologies
- Demonstrated experience in research projects and publication of research activities.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals.

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Leadership Capabilities	
Capability	Definition
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
Balance stakeholders	Anticipates and balances the needs of multiple stakeholders. Makes sure people understand and adhere to ethical standards, models and ensures cross cultural sensitivity when working with stakeholders
Optimises work processes	Knows the most effective and efficient processes to get things done, with a focus on continuous improvement. Equips others to handle day to day tasks effectively on their own. Integrates systems to improve quality and service
Manages Complexity	Makes sense of complex, high quantity, and sometime contradictory information to effectively solve problems. Accurately defines the key elements of complex, ambiguous situations.
Collaborates	Build partnerships and works collaboratively with others to meet share objectives. Seeks out a broad range of perspectives to address issues.
Drives Vision and Purpose	Paints a compelling picture of the vision and strategy that motivates others to action. Regularly and enthusiastically describes how people's efforts make a difference.
Plans and Aligns	Plans and prioritises work to meet commitments aligned with organisational goals. Aligns own team's work with other workgroups. Looks ahead to determine and obtain needed resources to complete plans
Organisational savvy	Manoeuvres comfortably through complex policy, process and people related organisational dynamics. Connects with key stakeholders and knows when to bring something to their attention.
Instils trust	Gains the confidence and trust of others through honesty, integrity and authenticity. Demonstrates reliability and places a strong emphasis on the team meeting its commitments. Fairly represents others positions
Situational Adaptability	Adapts approach and demeanour in real time to match the shifting demands of different situations. Considers the needs of clients and the organisation, shifts priorities appropriately.
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	

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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: _____

Employee's Signature: _____ Date: _____

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