

# Mansfield District Hospital

## Position Description

### CLINICAL SUPPORT NURSE

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# Mansfield District Hospital

## OUR VALUES



Mansfield District Hospital Values & Expected Behaviours are based on the Application of Public Sector Standards, Relevant Enterprise Bargaining agreements, Awards, Fair Work Australia, Code of Conduct for Victorian Public Sector Employees and our MDH Strategic plan and Great Care Model.

We value our Staff and have faith that they will express a positive attitude by actively modelling and promoting our values and ensuring every person who has contact with Mansfield District Hospital receives Great Care – consistently and every time.

<p><b><u>We deliver great care</u></b></p> <p><i>We strive for the best health outcomes for our consumers and communities every time. Consumers are at the centre of our care and we consistently provide high-quality, safe and personalised care. We demonstrate empathy and kindness in every aspect of our care.</i></p> <p><b>Our commitment to Great Care is underpinned by four guiding principles:</b></p> <ol style="list-style-type: none"> <li><b>1. Personal</b>– the individuals’ values, beliefs and uniqueness’ guide all aspects of planning and delivery of care.</li> <li><b>2. Effective</b>–the right care is delivered in the right way and at the right time.</li> <li><b>3. Connected</b>–care and information is received when needed, and in a co-ordinated way.</li> <li><b>4. Safe</b>–avoidable harm is eliminated.</li> </ol>	<p><b><u>We respect each other</u></b></p> <p><i>We respect our peers, our consumers, our hospital and our environment. Care is delivered thoughtfully and with compassion. We are considerate of our consumers’ dignity and privacy, and our consumers trust and have confidence in our quality of care. We actively listen and act fairly, impartially and without judgement.</i></p> <p><b>Behaviours to support value</b></p> <ul style="list-style-type: none"> <li>• Lead by example – champion positive behaviour</li> <li>• Treat people equally – support human rights</li> <li>• Be open and honest in our dealings with others</li> <li>• Report improper or inappropriate conduct</li> <li>• Treat others fairly and objectively, considering all relevant facts</li> <li>• Communicate courteously</li> <li>• Promote positive relationships that support the values and objectives of the organisation</li> <li>• Be respectful of people from culturally diverse backgrounds</li> <li>• Seek to resolve conflict constructively</li> </ul>
<p><b><u>We work together</u></b></p> <p><i>We work as a cohesive team and feel connected to the work we do together. We maintain strong connections to our diverse communities in and outside of Mansfield. We work in collaboration with our partners to deliver exceptional care. We have honest and open conversations with our staff, consumers and the community.</i></p> <p><b>Behaviours to support value</b></p> <ul style="list-style-type: none"> <li>• Being honest, open and transparent in our dealings with our colleagues</li> <li>• Use powers responsibly</li> <li>• Identifying and avoiding conflicts of interest in our daily practice.</li> <li>• Working to clear objectives in a transparent manner</li> <li>• Our staff will ensure freedom from discrimination, harassment and bullying</li> <li>• Acknowledge the views, opinions, beliefs and ideas of others</li> <li>• Discuss differences in a clear and calm manner</li> <li>• Refrain from using behaviours that are abusive, intimidating and patronising</li> </ul>	<p><b><u>We empower each other</u></b></p> <p><i>We support and trust each other to deliver an exceptional consumer experience. We give our consumers the information and resources they need to make considered and informed decisions about their health care. We continuously support our staff in their development and empower them to make decisions based on their best judgement.</i></p> <p><b>Behaviours to support value</b></p> <ul style="list-style-type: none"> <li>• Accepting responsibility for our decisions and actions</li> <li>• Cultivating and maintaining relationships that support the goals of the organisation</li> <li>• Actively implementing, promoting and supporting our values</li> <li>• Feel empowered to perform our best</li> <li>• Promote diversity and equality</li> <li>• Empower employee wellbeing, self-care and awareness</li> <li>• Seek continuous personal development</li> <li>• Actively listen and use positive body language</li> </ul>

**MANSFIELD DISTRICT HOSPITAL**  
**POSITION DESCRIPTION**

**Position Purpose**

The role of the Clinical Support Nurse (CSN) is intended to support all clinical staff across the organisation in the provision of care delivery. CSN assist the transition of new graduates/ undergraduate staff to the clinical environment and support clinical learning in a practical and applied way. This may include the development of innovative practices to improve the quality of health care delivery, assisting colleagues with the planning, implementing and evaluating of care and practices as required.

The CSN will be included as a member of the leadership team of the wards/ departments and reflect the values of the Nursing Division by exemplifying and promoting excellence in practice.

**Key Responsibilities**

The key responsibilities of the Clinical Support Nurse (CSN) include;

- Provide direct clinical support, instruction and supervision
- Liaise with ward management regarding staff progress
- Assist with the recruitment and selection of program participants
- Assist in the orientation to clinical area's
- Conduct clinical assessments
- Document progress of participants and attend regular meetings with relevant course coordinators and other educators to discuss progress
- Actively participate in performance management of participants including remedial teaching
- Encourage an active learning environment in which competencies are maintained and improved consistent with current nursing knowledge and research
- Maintain safe working practices and a safe working environment
- Perform the duties of the position efficiently and to the standard of the department
- Assumes responsibility as a self- directed professional for continuing education
- Identifies needs or seeks direction in identification of needs to maintain expertise and currency with health care trends and nursing practices
- Participate in the development of clinical guidelines
- Participate in trailing and implementation of clinical products
- Works in conjunction with CNC – Education to identify clinical learning needs and support the implementation of education activities and programs
- Promote a culture of learning in the clinical environments, demonstrating and role modelling reflective practice principles

*All staff have a direct responsibility to ensure the organisation provides safe and high-quality health services. It is also the responsibility of all staff to develop and maintain a working knowledge of the National Safety and Quality Health Service Standards (NSQHSS), Common Community care Standards and Aged Care Quality Standards relevant to their position.*

*In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities \(refer Appendix 1\)](#) which are aligned with the Mansfield district hospital strategic aims.*

<b>Key Selection Criteria</b>
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Registered Nurse - current Australian Health Professional Registration Board (AHPRA) registration.</li> <li>• Advanced clinical knowledge and skills in practice area – 3 years.</li> <li>• Highly developed written and verbal communication skills.</li> <li>• Demonstrated ability to prioritise workload.</li> <li>• Demonstrated leadership skills.</li> <li>• Demonstrated commitment to the organisation’s values.</li> <li>• Commitment to the principles of quality management and evidence-based practice in nursing.</li> <li>• Effective written and verbal communication skills</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Post- graduate qualifications (nursing/education) or working toward same</li> <li>• Is able to competently use the IT products: WORD&amp; OUTLOOK and management information in a computer environment utilising products.</li> <li>• Certificate IV in Training and Assessment or willing to work towards same</li> </ul>
<b>Additional Requirements</b>
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police / criminal history check upon commencement of employment (MDH facilitated)</li> <li>• Obtain a working with children check prior to employment</li> <li>• Obtain an immunisation Health Clearance upon employment</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment</li> <li>• Comply with relevant Mansfield District Hospital’s 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 Mansfield District Hospital 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 except for the purpose of and to the extent necessary to perform your employment duties at Mansfield District Hospital</li> <li>• Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, 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</li> <li>• Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other MDH employment guidelines</li> </ul>
<b>General Information</b>
<ul style="list-style-type: none"> <li>• Redeployment to other services or sites with Mansfield District Hospital may be required</li> <li>• Employment terms and conditions are provided according to relevant award/agreement</li> <li>• Mansfield District Hospital 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</li> <li>• 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. Mansfield District Hospital reserves the right to modify position descriptions as required. Employees will be consulted when this occurs</li> <li>• This document provides a summary of the role and duties of the position and forms the basis for periodic review (annual performance appraisals) of individual performance</li> <li>• Mansfield District Hospital is a smoke free environment</li> </ul>

<b>Risk Assessment Matrix</b>		
<i>Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the hospital</i>		
<b>Aspects of Normal Workplace</b>	<b>Frequency</b>	<b>Comments</b>
<u>Work Environment</u> <ul style="list-style-type: none"> <li>Clinical Area for the management of patients/ residents</li> <li>Administrative and office environments</li> <li>Training facilities and rooms</li> <li>Traveling or driving in cars</li> </ul>	Frequent Constant Constant Infrequently	Core business activity
Office area for the completion of reports, computer operation, phone usage, handwriting. Fully adjustable ergonomic equipment is available.	Constant	Involves sitting for considerable amounts of time. Need to self-manage.
<u>Work Activity</u> Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact.	Infrequently	SDS data sheets available.
<ul style="list-style-type: none"> <li>A No-Lift program (Safe Patient Handling) is vigorously supported at Mansfield District Hospital. Reaching and stretching more than 30cm</li> <li>Bending forward (e.g. filling photocopier)</li> <li>Bending forward squatting, e.g. picking up boxes)</li> </ul>	Intermittent  Intermittent Intermittent	Annual training is mandatory  Only few minutes at any one time, weight of articles not substantial.
<u>Clerical work</u> Handwriting of reports. Telephone conversations, computer operation which may include data entry	Constant	Involves sitting for considerable amounts of time. Need to self manage
<u>OH&amp;S Management</u> <ul style="list-style-type: none"> <li>Participation in hazard information identification and improvement strategies</li> <li>Correct and safe use of all equipment</li> <li>Correct and safe use of all protective equipment</li> <li>Follow safe working procedures and systems</li> </ul>	Continual  Continual Continual Continual	Includes Hazard or Incident Reports. Attendance at OHS meetings.
<u>Work relationships</u> <ul style="list-style-type: none"> <li>Professional interaction with medical, nursing and admin staff</li> <li>Interact with colleagues and other hospital staff</li> <li>Members of the public</li> <li>Patients and relatives</li> </ul>	Continual Continual Continual Continual	Need to constantly monitor situation.
<u>Training</u> <ul style="list-style-type: none"> <li>Manual Handling</li> <li>Basic Life Support</li> <li>Emergency Management</li> <li>Attendance at seminars and conferences</li> </ul>	Constant	Training in accordance with MDH policy and guidelines

*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: \_\_\_\_\_

*I confirm I have read and understood the **Key Organisational Accountabilities (Appendix 1)** and **Mansfield District Hospital Code of Conduct**, in accordance with the requirements of my employment.*

Employee's Name: \_\_\_\_\_

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