

Nurse Clinical Lead, Patient Support Services Position Description

Title	Nurse Clinical Lead, Patient Support Services
Location	Work from home
Reports to	CEO
Supported by	Clinical & Scientific Sub-Committee of the Board, External Clinical Supervision
Position Type	0.8 - 1.0 FTE (negotiable for the right candidate) 3-year fixed term contract (tied to funding) 6-month probation
Direct Reports	Nil to commence, growing to 4 nurses and 1 dietitian over three years

POSITION PURPOSE

The Nurse Clinical Lead, Patient Support Services Role is a new position, funded under the Department of Health and Aged Care's Australian Cancer Nursing and Navigation Program. This is a pillar of the Australian Cancer Plan Implementation Plan.

Liver Foundation has been funded to establish Australia's first tele-support service for people with primary liver cancer and others affected (partners, family, friends, regional & remote primary health practitioners). The Clinical Nurse Lead will work with the CEO and other project staff to ensure the effective creation and implementation of the service.

When fully established the Service will comprise:

- Four nurses and one dietitian responding to patient and community requests for information across phone, email, and webchat
- Online support groups
- A mediated Facebook community
- Web based and printed information materials on primary liver cancer and underlying advanced liver disease
- An integrated referral network spanning national liver units, hepatology clinics, medical oncology practices, All Cancer Nurses, Cancer Council Infoline, primary care and self-referral.

BACKGROUND

Liver Foundation is the peak body covering all liver and hepato-biliary diseases in Australia. We are a national charity aimed at reducing the impact of liver disease for all people in Australia.

Our primary activities are:

- Patient Support and Information
- Education for patients and clinicians
- Awareness
- Advocacy
- Research and research translation

For more information, please visit www.liver.org.au

KEY RESPONSIBILITIES

Patient Support Program Creation – this role will be the Clinical Lead on a new Specialist Tele-Support Program for people affected by primary liver cancer. The role will initially be responsible for setting up the Service. This will include assisting the CEO with community consultation, service design including policy and procedures, implementation, role design and recruitment of clinical staff, and identification of and new patient information that will be required. Clinical expertise and oversight will be provided by the Clinical and Scientific Advisory Sub-Committee of the Liver Foundation Board.

Patient Support Program Management - once the Specialist Tele-Support Program is established, the Clinical Lead will provide some tele-support across a range of channels including phone, web, email and online support groups to people affected by primary liver cancer as well as providing management and support to the clinical staff, data capture and reporting, service enhancements, stakeholder engagement and capacity building.

Patient Information Resources –assist with the development of new patient information materials and resources, ensuring they are clinically accurate, inclusive and useful for the diversity of patients and carers in our community.

Stakeholder & Community Engagement –engage a wide range of stakeholders from patients, industry, other health promotion charities, government departments etc to promote the Liver Foundation Specialist Tele-Support Program. Represent Liver Foundation on Committees and Working Groups as required.

Reporting, evaluation and improvement –maintain the database to record all community support and related activities, in accordance with privacy guidelines. This role will ensure that all required data is routinely collected, collated and reported in accordance with organisational requirements and will regularly review all program and program evaluation data, compile reports, identify areas for quality and service improvements and initiate appropriate quality improvement activities.

EXPERIENCE, SKILLS AND QUALIFICATIONS

We require a well-rounded nurse specialist, who thrives working independently with minimal supervision and is passionate about the opportunity to develop and grow the Liver Foundation's Patient Support Services.

- Experienced nurse with specialist hepatology and liver cancer nursing skills (APHRA Registered).
- Minimum five years working in specialist hepatology nursing.
- Proven experience in successfully leading a team of health professionals.
- Experience in delivering support and information services in the health or community sector, particularly:
 - Working with/supporting people with a life-threatening illness
 - Working with/ supporting people from a diverse array of backgrounds, including the use of translators and requiring cultural sensitivity.
- Creative, enthusiastic, and outgoing team player who enjoys interacting with patients and their families.
- Experience in community engagement with consumers and professional stakeholders.

- Proven clinical leadership skills and an ability to work collaboratively within a multidisciplinary framework with a demonstrated commitment to excellence in nursing practice and quality care.
- Proven ability to implement changes and develop direction in clinical practice by utilisation of evidence – based research
- Demonstrated experience in planning, developing, implementing and evaluating projects and programs to support people with advanced liver disease and cancer
- Facilitation skills, with experience in developing and implementing training programs and/or facilitating support groups
- Very strong ethical, moral values and ability to act with high integrity.
- Excellent organisational skills and the ability to work in a fluid and ambiguous work environment.
- Experience in developing patient education materials and synthesising complex information and research findings to create simple, actionable resources.
- Ability to solve new problems and ability to stay calm and bring curiosity in the face of uncertainty.
- Attention to detail and comfortable with recording clinical data in prescribed ways.
- Experience working in a range of IT systems and a willingness to learn new systems.
- Demonstrated commitment to the effective use of data to improve the quality and effectiveness of programs and services.
- Willingness to travel for stakeholder and team meetings as required.

WHAT WE OFFER

- The opportunity to join a truly patient-centric organisation to help design and deliver a new service using the latest evidence and patient and clinician consultation.
- Clinical oversight and mentoring support from our Clinical and Scientific Advisory Board to ensure you are fully supported, as well as external clinical supervision.
- A supportive CEO and Board who are committed to your success.
- Ability to work remotely from anywhere in Australia.
- A competitive salary and PBI packaging benefits.
- Access to very supportive and talented professional networks of people working on existing tele-support programs.
- A workplace where your insights, ideas and talents are welcomed and supported.

To Apply, please email hello@liver.org.au by 31 July 2024 with your resume and a covering letter stating:

- Why this position is of interest to you
- Your relevant skills and experience (with reference to the selection criteria).

Please note, applications without a cover letter will not be considered.