
POSITION TITLE	Clinical Nurse Specialist Grade 2
CLASSIFICATION	Clinical Nurse Specialist Grade 2
AWARD	Public Health System Nurses and Midwives (State) Award

PURPOSE OF POSITION

Provide individualised, case managed complex diabetes care within a community health service environment to maximise the health outcomes for the patient.

KEY ACCOUNTABILITIES

- Communicate and behave in ways that are consistent with the HNE Health Values and the NSW Health Code of Conduct to provide excellence in care for all patients.
- Use advanced clinical skills to assess, plan, organise, evaluate and deliver specialist high quality diabetes care in order to achieve individual clinical outcomes for each patient.
- Provide specialised best practice diabetes nursing care within professional boundaries and in accordance with ANCSI competencies, legal and ethical parameters and NSW Health and HNE Health policies and procedures.
- Lead the development of specialty clinical practice and service delivery in the service.
- Case manage services for patients in a planned and systematic way that promotes holistic care focussed on the individual patient needs and rights.
- Assist with the development of less experienced practitioners and other health care team members by providing support, guidance and direction.
- Communicate and liaise with health care professionals within the multi-disciplinary team to ensure seamless continuity of care and service for diabetes patients.
- Communicate sensitively with patients to identify their needs and advocate on behalf of patients and their families as and when required.
- Support and inform patients and their families to ensure clinical interventions and service delivery processes are understood, and enable patients to make informed decisions in relation to their health needs.
- Maintain accurate detailed patient reports and records to meet legislative requirements and ensure continuity of safe patient care delivery.
- Work within risk management, safety and quality frameworks applicable to the organisation.
- Use materials and equipment effectively to maximise the utilisation of finite resources.

CHALLENGES

Major challenges for the occupant of the position include:

- Managing patients exhibiting challenging behaviours.
- Effectively managing time to ensure patient needs are met.
- Taking personal responsibility for acting in ways that consistently place the patient at the centre of care delivery in the face of conflicting priorities and agendas.

COMMUNICATION

Communicate effectively with the Service Manager and other staff within the GNC Diabetes Service and Acute Diabetes Service and foster close relationships with other units and services within HNE Health and other relevant organisations to enhance the patient experience of a continuous seamless health support journey.

Key Internal Relationships

- Service Manager for operational management, professional leadership and support.
- Medical staff for clinical leadership.
- Other diabetes and general health service staff to support holistic consumer services across the District including members of the Diabetes Clinical Stream and Chronic Disease Network leadership groups and members of the Hunter Alliance Diabetes Workstream.
- Patients and carers or advocates regarding care.

Key External Relationships

- Establishes and maintains a network of contacts with key industry stakeholders, educational institutions, professional associations, relevant private/public sector groups and community stakeholders, to ensure efficiency and efficacy of service provision.
- NGOs, GPs and practice nurses and other agencies involved in the care and treatment of patients, including Australian Diabetes Council, Primary Health Networks, Aboriginal Controlled Community Health Services for education, information and collaborative customer-focussed care.

DECISION MAKING

- The occupant of the position:
- Makes decisions in relation to day-to-day operations and clinical care of patients within advanced scope of practice, commensurate with expert knowledge and experience in diabetes
- Refers issues outside of policies and procedures and scope of practice requirements and all matters which require a higher delegated authority to the Service Manager

SELECTION CRITERIA

- Registered Nurse with current Authority to Practice with AHPRA and with Australian Diabetes Educators Association (ADEA) accreditation.
- Post registration qualifications and at least 3 years post registration experience in diabetes.
- Demonstrated application of professional and ethical boundaries when working with complex situations as part of a multi-disciplinary team.
- Demonstrated ability to analyse problems and apply a range of options to develop solutions to avoid future crises.
- Demonstrated ability to proactively engage with patients to understand their needs, enhance service delivery and act on situations when the norm is to wait for a situation to resolve itself.
- Demonstrated ability to identify and implement improvements in clinical service delivery.
- Demonstrated ability to apply and share professional expertise to immediate work and developments within diabetes management and care to enhance service delivery.
- Unrestricted drivers licence.