

What you do matters.



Continence Nurse Consultant (CNC)



Position Description

EMPLOYMENT TYPE	Part Time 0.6
CONDITIONS	Permanent
TEAM	In Home Nursing Team
REPORTING RELATIONSHIPS	Reports to: In Home Nursing Services Team Leader Direct Reports: nil
KEY PERSONNEL	No

Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

Role Purpose

The Continence Nurse Consultant (CNC) will ensure the delivery of high quality, clinically effective care, utilising research, collaborating with colleagues in everyday practice, and working in partnership with the community to enhance professional standards of care. The role primarily involves the provision of client centred care which focuses on maximising functional capacity, social participation and self-management in relation to issues with continence.

Reporting into the In Home Nursing Services Team Leader, the CNC is responsible for the planning and delivery of continence education to nurses and other health professionals within Benetas, direct service provision of care to clients in the Macedon Ranges area and consultation of care across the broader Benetas community.

Position Specific Responsibilities

Key Result Areas	Key Tasks/Behaviours	Success Indicators
Clinical Speciality	<ul style="list-style-type: none"> The Continence Nurse Consultant (CNC) will have a strong patient focus whereby the specialty defines itself as nursing, and subscribes to the overall purpose, functions and ethical standards of nursing. Direct care comprises the assessment, planning, delivery and evaluation of care to the patient/client, family and/or carer. Monitors and evaluates trends in continence services, influencing strategy and policies impacting continence Provides a specialist nursing service for patients/clients with a diagnosis of urinary or bowel incontinence who require support and treatment through the continuum of care. Undertakes comprehensive patient/client assessment to include physical, psychological, social and spiritual elements of care using best evidence based practice in continence care. Provides contemporary, evidence-based practice in client continence assessments and care planning using advanced nursing skills. Prioritises referrals to ensure clients are seen in a timely manner according to needs. Provides clear and individualised client education. Communicates effectively with clients, carers and a diverse range of health care providers. Refers on to other health professionals and services as required. 	<p>Demonstrate an advanced level of clinical reasoning, professional knowledge and judgement in the area of continence management.</p> <p>Use the outcomes of patient/client assessment to develop and implement plans of care/case management in conjunction with the patient/client, family and/or carer as appropriate</p> <p>Maintain accurate and timely client records in accordance with Benetas documentation policies.</p> <p>Evidence of meetings attended PD meetings are attended, and information tabled at staff meetings.</p> <p>Evidence of participation in related projects</p> <p>Undertake evaluation of continence products and equipment and provide guidance and recommendations</p>
Mentoring and Education/Research	<ul style="list-style-type: none"> Mentors and assists Nurses to deliver exceptional care and customer service to clients to maximise client recovery, wellbeing and self-management Coaches, Supports and develops Nurses with a focus on operational efficiency, building capacity and high performance and safety, and delivering excellent customer service to our clients Provides the patient/client, family and/or carer with appropriate information and other supportive interventions to increase their knowledge, skill and confidence in managing their continence condition Contributes to the design, development and implementation of education programmes and resources for the patient/client/carer/organisation in relation to continence care Maintains clinical competence in client management requiring continence care, in keeping with requirements of Code of Professional Conduct and Ethics and Scope of Practice for Nursing, keeping up to date with relevant research to ensure the implementation of evidence based practice 	<p>Client outcomes</p> <p>Staff feedback</p> <p>Delivery of training</p> <p>Collate data which will provide evidence of the effectiveness of the Continence Nurse Consultant interventions.</p>

	<ul style="list-style-type: none"> Contributes to nursing research on all aspects of continence care, use the outcomes of research to improve service provision Monitors, accesses, utilises and disseminates current relevant research to advise and ensure the provision of informed evidence based practice 	
Drive for results	<ul style="list-style-type: none"> Achieves department targets for CHSP and HACC, ensuring accurate capture of client data logs and statistics. Attends to MAC data requirements Promotes the role across Benetas and to wider teams eg HCP, works with Marketing when required to promote service Is mindful of financial impacts on the services and escalates these appropriately Work in collaboration the procurement office in Benetas to ensure that tendering, procurement and contractual agreements comply with Benetas policy on products and services required to support continence management 	Departmental reporting Client feedback Engagement and contribution to marketing materials Effectively manage time and case load in order to meet changing and developing service needs. Maintain a record of clinically relevant data aligned to Key Performance Indicators
Partnerships /Promotion of Service	<ul style="list-style-type: none"> CNC to develop and maintain relationships with other local Health District services such as GP's, Maternal and Child Health Nurses, Community Nurses, LGA groups to promote the Continence service to ensure client goals and outcomes are met and the service is well known Build relationships with the CNCs in the local MRH service areas to ensure that expertise is supported and developed within the community area. To liaise, coordinate and plan care with other health professionals and relevant community services ensuring appropriate support for patients referred to the service with continence problems. Promotes a culture of cohesive and responsive service provision. Works as an effective team member within the wider team to achieve organisation and departmental goals. 	Evidence of growth in referrals Stakeholder feedback Team meetings, feedback Community meetings

Selection Criteria

Qualifications
<ul style="list-style-type: none"> Registered Nurse (Division 1), with current AHPRA registration Post Graduate qualification in Continence Credentialing with the State Wide Equipment Program Extensive experience in continence advice An innovative and dynamic approach to the provision of care Experience in managing complex client scenarios Highly developed assessment skills Strong negotiation, interpersonal and communication skills Extensive demonstrated experience in nursing in the community Links with Continence Associations and other community based services Knowledge of legislation relevant to the role, including Accreditation

Skills and Knowledge	Interpersonal Attributes
<ul style="list-style-type: none"> • Demonstrated analytical, written & verbal skills (English) • Computer literacy • Demonstrated Initiative & ability to work innovatively & unsupervised, both independently & within a multidisciplinary team • Ability to liaise across the full spectrum of health and welfare services • An understanding of the principles of Health Promotion • Demonstrated ability to identify, plan and implement new service strategies • Evidence of flexibility in approach to service delivery • Understands and promotes wellness and reablement principles <p>Desirable</p> <ul style="list-style-type: none"> • High knowledge of OH&S requirements • Evidence of commitment to continuous quality improvement and professional development • Evidence of ability to develop strong working relationships with a range of people both internal and external to the organisation • Demonstrated enthusiasm for participating in the development of innovative models of care 	<ul style="list-style-type: none"> • Self-managing in both time and project deadlines • Specific and set objectives are to be achieved in the most efficient and cost effective manner within a set timetable with available resources • Able to communicate with management and employees in an effective manner. • Ability to act cooperatively, friendly and reasonably to promote workplace harmony and team effectiveness. • Self-motivated • Innovative, forward thinking • Prepared to learn and develop • Team orientated • Customer focused • Able to present themselves and their work in a way that enhances the public image of Benetas • Willing to try new ideas and participate in change • Focused on health and safety in their work

Core Behaviours Applicable To All Employees

Key Result Areas	Key Tasks/ Behaviours
<p>Living our values in the way we behave and interact with others</p>	<p>Respect - Takes time to understand and value each person and respects their choices</p> <p>Community - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p>Spirit - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p>Responsibility - Acts with integrity toward our clients, their families and carers and the broader community</p>
<p>Leadership and Team</p>	<p>Leads by example</p> <p>Maintains a positive approach that promotes confidence in those around them</p> <p>Is open to feedback</p> <p>Achieves agreed work goals</p> <p>Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles</p>
<p>Health, Safety and Environment</p>	<p>Displays responsibility for self, team and environment</p> <p>Demonstrates positive approach to own safety and safety of others</p> <p>Achieves agreed work goals relevant to health, safety and environment</p>

Continuous Improvement: Quality and Sustainability	Responds to the needs of customers and the changing environment in which our services operates Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks Takes initiative in making improvements to work processes Actively seeks new ideas and improvement Demonstrate evidence of continual improvement activities Strives for best practice Embraces and adapts to change
Professional and Personal Development	Takes responsibility for driving own professional development, expertise and personal development Completes all relevant on and off-the-job learning experiences

Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

Police Check

All Benetas appointments are subject to a satisfactory police check, and a statutory declaration for those people who have lived overseas over the age of 16 for more than 12 months.

Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

Code of Conduct

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.