

# Clinical Nurse Specialist

Role Description: CNS

<b>DIVISION / MATER MINISTRY</b>	Mater Health Services
<b>LOCATION</b>	South Brisbane Campus
<b>REPORTING RELATIONSHIPS</b>	Reports to: Director Speech Pathology and Audiology Professionally to Assistant Director of Clinical Services
<b>LEVEL OF ACCOUNTABILITY</b>	CNC
<b>SALARY</b>	RN 3
<b>EMPLOYMENT STATUS</b>	Temporary full time
<b>TRAVEL REQUIREMENTS</b>	N/A
<b>EMPLOYMENT CONDITIONS</b>	Nursing and Midwifery Agreement Mater 2023
<b>DATE CREATED</b>	June 2024

## POSITION SUMMARY

### Role Purpose

The Clinical Nurse Specialist is a registered Nurse/Midwife who provides expert clinical advice to public and private Queensland maternity providers located across Southern Queensland in the delivery of the universal newborn hearing screening program and to assist in the early identification and diagnosis of babies born with a permanent hearing loss in Queensland.

The position will facilitate a specific focus on newborn hearing screening providing support to all screening teams to optimise the delivery of best practice healthcare and to achieve the standards of care required for the newborn hearing screening program.

The CNC/CMC liaises closely with the State-wide Healthy Hearing team and stakeholders within the Southern area on issues relating to newborn hearing screening, contributing to the strategic direction of the Healthy Hearing Program at the area and state-wide level and is a resource for clinical advice and advocacy.

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### Role Specific Duties

- To facilitate ongoing delivery of high-quality hearing screening services in Queensland
- Assist and oversee the content development, delivery and evaluation for the mandatory nurse screener education for new and ongoing staff within participating maternity screening teams
- Ongoing development of the nurse screening team/s knowledge and skills including the delivery of simulation training
- Prioritise the review of Education and Training resources to support the screening equipment and to respond to evidence-based changes in screening protocols
- Associated reporting and database responsibilities to achieve and monitor the nominated key performance objectives of the team (Queensland Health and National screening KPI's)
- Respond to screening and QChild State-wide screening database enquiries and assist problem solving at an expert level
- Lead and participate in state-wide Healthy Hearing initiatives as determined by the State-wide team to identify prevalence of permanent childhood hearing loss in Queensland
- Support adoption of evidence-based practice within the delivery of hearing screening service and address issues of non-compliance
- Undertake regular quality assurance activities, risk management review and reporting outcomes
- Participates/collaborates in the design and conduct of quality improvement initiatives
- Participates in systematic reviews of clinical practice where relevant
- Ensures confidentiality of patient and corporate information

### Behavioural Standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

### Role Level Accountabilities

This role is responsible for fulfilling the following accountabilities at a CNC level.

My Behaviour	<ul style="list-style-type: none"><li>• I role-model the values in the way I behave towards others and adhere to organisational behavioural standards at all time</li><li>• I translate mission into practice in my behaviour and actions</li></ul>
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My Role	<p>I am accountable for ensuring that:</p> <ul style="list-style-type: none"> <li>• I am clear on the tasks and accountabilities that are associated with my role</li> <li>• I fulfil any mandatory/professional competency requirements</li> <li>• I contribute to, and sign off on, my performance objectives and development plan</li> <li>• I request regular feedback from my manager in order to meet target performance expectations throughout the year</li> <li>• I carry out my development plan</li> <li>• I make an active contribution in my role as a team member</li> </ul>
Safety and Quality	<p>I am accountable for:</p> <ul style="list-style-type: none"> <li>• contributing to safe and quality patient care and employee safety on every occasion by adhering to the relevant legislation, standards, policies and procedures</li> <li>• contributing my part to 'zero harm' for staff, and 'zero preventable harm' for patients</li> </ul>
Client Experience	<p>I am accountable for:</p> <ul style="list-style-type: none"> <li>• contributing to the positive experience of patients, visitors and staff of Mater in everything that I do</li> </ul>
	<ul style="list-style-type: none"> <li>• providing information to patients, carers and staff that is evidence based, useful and meaningful to them</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• I am accountable for recognising the changes in healthcare practice and ensuring that I am up to date with clinical practice.</li> </ul>
Reputation	<ul style="list-style-type: none"> <li>• I am accountable for representing Mater and being a champion of all that is great about working at Mater</li> </ul>

### Role Specific Expectations

- Demonstrates clinical competence and ability to maintain the highest standards of clinical practice with a specific focus on newborn hearing screening providing supervision and support for the clinical care and care planning in high-risk patients with complex care requirements.
- Demonstrates expert knowledge and skills in the Healthy Hearing newborn hearing screening.
- Provides expert advice in newborn hearing screening and demonstrates knowledge in educating and leading a team
- Demonstrates effective communication and clinical problem-solving skills to maximise patient care within the hearing screening team with an ability and commitment to supporting others to improve their knowledge and clinical skills.
- Demonstrates knowledge and leads continuous improvement activities of health care and clinical practice.
- Demonstrates commitment to achieve internal and external customer and State-wide Hearing screening program outcomes.

- Demonstrates commitment and responsibility for professional practice through continuing professional development of self and others and maintains currency with Healthy Hearing best practice delivery and supporting nursing and/or midwifery practice and healthcare standards.
- Demonstrates values-based leadership and acts as a role model and an expert clinician within the speciality to support clinical staff in their delivery of care and professional development activities.
- Participates in interdisciplinary discussion where relevant and disseminates findings to relevant members of the team.

### **Qualifications and Experience**

#### Essential qualifications

- Current registration with APHRA
- Minimum of 5 years+ experience in a specific clinical specialty
- Possession of valid Queensland drivers' licence and willingness to undertake travel throughout southern Queensland

#### Desirable

- Midwifery qualification and experience in neonatal intensive care
- Experience in newborn Hearing screening and knowledge of the State-wide universal hearing screening program protocols
- Experience in clinical leadership

#### Skills and Experience

- Extensive experience practicing as a Registered Nurse/Midwife with high-risk patients with the ability to provide expert clinical advice.
- Extensive leadership experience within a Healthy Hearing newborn hearing screening team
- High-level interpersonal, written and verbal communications skills with the ability to engage with internal and external stakeholders at various levels to achieve.

**Client Centred:** Ensures that the needs of patients, family, carers and support givers, students, and all staff are considered when “putting the patient first”. Ensuring the patient-centred care is at the forefront of all clinical decisions. Care given acknowledges preferences, beliefs and value of patients, family, care and support givers. Clinical care will be delivered in partnership with all healthcare providers, patients, family, care and support givers in a holistic approach to deliver personalised care.

**Results Focus:** Organised and able to effectively plan for the completion of tasks that contribute to the strategic direction of the organisation. Strives to set and achieve challenging goals, and applies and builds upon own expertise in order to achieve outcomes. Holds self and others accountable for the successful attainment of goals.

**Developing others:** Mobilises, empowers and develops others to meet current and future business needs. Creates a culture of continuous feedback and collaboration where people strive for common goals and care about each other.

**Relationship Building:** Works in a co-operative and helpful way with colleagues, whilst dealing with interpersonal difficulties in a manner that ensures objectives are met. This high interpersonal effectiveness includes active listening, negotiation and influencing by demonstrating best practice as a role model.

**Critical Thinking and Problem Solving:** Effectively deals with complexity and ambiguity. Analyses data, seeks and draws linkages between key sources of information, and shows initiative in developing innovative solutions. Applying these skills on daily basis will assist in ensuring that a continuous improvement focus is maintained.

**Commercial Acumen:** Understands the key business drivers within Mater, the health industry and the environment in which we operate in. Applies key financial concepts and analysis to decision making. Supports strategic direction, is politically astute and engages in information seeking/networking and exploration of external benchmarks.

**Change Agility:** Maximises opportunity that change offers and brings people along to understand and embrace change. Visionary in the face of change and to adjust own behaviour to facilitate the change.

## ORGANISATIONAL OVERVIEW

Mater is Queensland's largest and most innovative not-for-profit healthcare service, providing care for almost 700,000 patients a year across a network of 11 hospitals. We are a leader in healthcare, education and research — and that's because we employ exceptional people.

Delivering quality, compassionate care, in line with Mater's Mission and Values, we are an employer of choice, committed to enabling our people with the supports they need to deliver a world-class service for our patients. They are at the heart of what we do, and we recognise they are what differentiates the Mater experience within our community.

## MISSION, VISION, AND VALUES

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater team members are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision, and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected team members will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services in which we provide across the state.

*Our mission*

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

*Our vision*

To empower people to live better lives through improved health and wellbeing

*Our values*



We honour and promote the dignity of human life and of all creation



We act with compassion and integrity

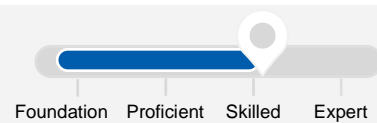


We strive for excellence

## ORGANISATIONAL ALIGNMENT

The Mater Capability Framework consists of six core capability groups, which encompass the individual capabilities and behaviours essential to driving performance excellence across our organisation: Personal Attributes, Build Relationships, Results Focused, Mission Drivers, Business Enablers, and Leadership and People Management. Each Mater team member is accountable for consistently performing, promoting and developing the capabilities and behaviours within the Capability Framework - as individuals and as a team.

**Position's required proficiency of Mater's Capability Framework:**



### Our six core capability groups

#### Leading self -

 <b>Personal Attributes</b>	Individual behaviours influenced by our values and ethical compass
 <b>Build Relationships</b>	Shape and maximise relationships with colleagues, patients and the community
 <b>Results Focused</b>	Drive and influence successful organisational outcomes
 <b>Mission Driven</b>	We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

#### Leading others -

 <b>Business Enablers</b>	Boost effective service delivery and champion change management
 <b>Leadership &amp; People Management</b>	Inspire, engage and develop our people