

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Clinical Nurse Consultant - Consumer Engagement
Position Number:	527509
Classification:	Registered Nurse Grade 6
Award/Agreement:	Nurses and Midwives (Tasmanian State Service) Award
Group/Section:	Hospitals South - Office of the Executive Director of Medical Services Quality and Patient Safety Service
Position Type:	Permanent, Part Time
Location:	South
Reports to:	Director of Improvement South
Effective Date:	June 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Registered with the Nursing and Midwifery Board of Australia as a Registered Nurse</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
Desirable Requirements:	<p>Holds, or is working towards, relevant postgraduate qualifications</p> <p>Demonstrated strong project management experience</p>

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

The Clinical Nurse Consultant (CNC) - Consumer Engagement is instrumental in implementing Hospital South's consumer engagement framework, facilitating a strong diverse consumer voice as well as promoting effective engagement between health consumers and health services for Hospital South. The CNC - Consumer Engagement is also responsible for elevating the consumer voice to influence strategic planning activities.

Duties:

1. Actively participate in and contribute to the growth of the Consumer and Community Engagement Council, including the development and implementation of co-design principles, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
2. Provide clinical advice, leadership, support and direction in the development and implementation of the Standard 2 work plan supporting effective quality care through the management of patient feedback, risk management, measurements of performance and outcomes, appropriate benchmarking, mentoring and advice on clinical practice issues.
3. Apply a clinical perspective to all facets of the Patient Safety Service across the organisation including providing high level support and advice to the Consumer and Community Engagement Council and collaborating to progress the work of Standard 2 across the organisation.
4. Build capacity amongst health consumer representatives and in consumer organisations and health organisations to engage consumers effectively.
5. Facilitate and lead the introduction, implementation and monitoring of patient safety and co-design initiatives across Hospital South including developing and maintaining systems that enables an identification of all Hospital South consumers who are currently or could be, engaged in consumer engagement activities.
6. Ensure information about each consumer's engagement activities, availability, skills, knowledge and training is current.
7. Promote a consumer centred approach by working with individual clinical units to ensure that practice improvement processes are put in place for prevention and minimisation and respond to identified problems and opportunities for improvement utilise co-design principles.
8. Work with the relevant key stakeholders to develop and implement service initiatives, policies, and standards to address specific areas of concern relating to the requirements of Standard 2.
9. Support the ongoing roll out and use of the patient experience survey throughout the organisation.
10. Identify, develop, and coordinate education and training related to consumer engagement and co-design across the organisation.
11. Collect, monitor, and evaluate Patient Safety data as required and provide relevant advice; and analyse patient safety data providing clinically focussed recommendation reports for Standard 2.
12. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

- Required to work under the guidance of the Director of Improvement South and the Director of Allied Health, with limited professional supervision, and a significant degree of autonomy.

- Expected to work across diverse clinical service areas and at multiple sites.
- Is clinically and professionally accountable for developing clinical and related policies, systems, and processes for consumer engagement and Standard 2 within the organisation.
- Responsible for maintaining a high level of knowledge regarding international, national, and state consumer engagement initiatives, relevant legislation, overarching standards, and policy direction.
- Expected to exercise a significant level of responsibility, initiative and professional judgement in the leadership and coordination of work associated with the Consumer and Community Engagement Council and Standard 2.
- Provide high level consultancy and support to Standard 2, the Clinical Stream Directors, senior clinical and other staff in relation to consumer engagement and quality improvement.
- Effectively manage time-specific projects, including project design, implementation, reporting and evaluation.
- Provide high level consultancy and support to the Consumer and Community Engagement Council for Hospitals South.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Ability to engage with a range of staff, at both senior and operational levels, to identify opportunities within the Hospitals South areas for consumer engagement, and then influence and advocate for that consumer engagement to occur.
2. Demonstrated high level interpersonal, communication, mediation, and conflict resolution skills, with the ability to effectively liaise with a broad range of internal and external stakeholders with a demonstrated ability to influence and motivate staff.
3. Thorough and in-depth understanding of the National Safety and Quality Health Service (NSQHS) Standards particularly Standard 2.
4. Experience in implementation and evaluation of Quality Improvement activities or co-design projects.
5. Experience in the areas of data collection and analysis and the ability to produce high-level written reports and correspondence.
6. Highly developed organisational and project management skills including a demonstrated ability to work under pressure and within rigid timeframes.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).