

## Statement of Duties

<b>Position Title:</b> Clinical Nurse Consultant – Patient Safety	<b>Position Number:</b> Generic	<b>Effective Date:</b> May 2017
<b>Group and Unit:</b> Tasmanian Health Service (THS)		
<b>Section:</b> Patient Safety Service	<b>Location:</b> North, South, North West	
<b>Award:</b> Nurses and Midwives (Tasmanian State Service)	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Full Time	
<b>Level:</b> Grade 6	<b>Classification:</b> Registered Nurse	
<b>Reports To:</b> Relevant Manager – Patient Safety		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

The Clinical Nurse Consultant – Patient Safety contributes to the successful positioning of the Patient Safety Service through the provision of high quality, accountable and measureable healthcare both internally and externally, by supporting the clinical streams to operate effective clinical services in accordance with the Tasmanian Health Service (THS) and Patient Safety objectives.

- Apply a clinical perspective to all facets of the Patient Safety Service.
- Coordinate and monitor the safety event monitoring program including identification and investigation of serious incidents and implementation of ratified recommendations.
- Facilitate and coordinate the introduction, implementation and monitoring of patient safety initiatives across the THS.
- Coordinate patient feedback whilst ensuring appropriate and timely responses.

### Duties:

1. Actively participate in and contribute to the organisation's Patient Safety processes, including the development and implementation of safety systems, 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 systems 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. Work with the Patient Safety streams, and relevant clinical and managerial staff in the THS to facilitate the planning of a pro-active, integrated and innovative approach to patient/client safety, clinical risk management and quality improvement.

4. Coordinate and facilitate the use of the safety event monitoring program, including coordinating investigations, providing feedback and advice and assisting with implementing and evaluating risk action plans.
5. Coordinate, and facilitate as necessary, Root Cause Analysis (RCA) and Serious Incident investigations. Track, monitor and report on RCA progress outcomes, implementation and recommendations, including consolidated analysis and reporting on RCA processes.
6. Promote a patient safety approach by working with individual clinical units to ensure that clinical practice improvement processes are put in place for prevention and minimisation, and respond to identified problems and opportunities for improvement.
7. Work with the relevant Patient Safety manager, relevant senior staff and key stakeholders to develop and implement service initiatives to address specific areas of concern relating to quality, clinical treatment, patient/client safety and integrated risk management, and progress accreditation requirements.
8. Identify, develop and coordinate education and training related to Patient Safety across the THS and within the established Clinical Streams.
9. Collect, monitor and evaluate Patient Safety data as required and provide relevant advice; and analyse patient safety data providing clinically focussed recommendation reports for the THS.
10. Assist consumers who wish to make a complaint, commendation or provide feedback, and assist with the investigation and resolution of complaints including, maintaining the consumer complaints and consumer experience modules in the Safety Reporting and Learning System (SRLS).
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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.

### **Scope of Work Performed:**

- Required to work under the guidance of the relevant Patient Safety Service stream manager with limited professional supervision and a significant degree of autonomy.
- The incumbent is clinically and professionally accountable for developing clinical and related policies, systems and processes for patient safety within the THS.
- Responsible for maintaining a high level of knowledge regarding international, national and state patient safety 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 Patient Safety Service.
- Provide high level consultancy and support to the Clinical Stream Directors, senior clinical and other staff in relation to Patient Safety.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

## **Essential Requirements:**

*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 of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

- Registered with the Nursing and Midwifery Board of Australia as a Registered Nurse.
- 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.

## **Desirable Requirements:**

- Holds, or is working towards, relevant postgraduate qualifications.
- Current Driver's Licence.

## **Selection Criteria:**

1. Broad clinical and operational experience within a complex health care environment encompassing acute, sub-acute and primary health services; with a demonstrated understanding of patient safety.
2. Extensive knowledge of and commitment to continuous quality improvement and accreditation processes including risk management, undertaking investigations, preparation of witness statements, National Safety and Quality Health Service Standards and other accreditation activities.
3. 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.
4. Knowledge of legal requirements and relevant policies and procedures relating to patient safety and the practice setting.
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 skills including a demonstrated ability to work under pressure and within rigid timeframes.

## **Working Environment:**

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DoH and THS policy) with the Department of Health and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department of Health and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* The Department of Health and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.