

**XX GENERAL HOSPITAL
NURSING SERVICE**

JOB DESCRIPTION:	CLINICAL NURSE CONSULTANT RESOURCE - AFTER HOURS (Grade 2)
RESPONSIBLE:	DIRECTOR OF NURSING SERVICES
REPORTS TO:	Operational Nurse Manager
QUALIFICATIONS:	Essential: Registered Nurse NSW Five years post registration experience with three (3) years in high dependency / acute care or equivalent. Acknowledged experience or accredited qualification in specialty. Desired: Tertiary award in related field, or working towards such qualification.
HOURS OF DUTY:	40 hours per week - Monday - Thursday
WAGES & CONDITIONS:	In accordance with the NSW (Public) Hospital Nurses State Award.
PERFORMANCE APPRAISAL:	Annually

FUNCTION:

To provide expert clinical advice and support to patients, other health professionals and nursing staff after hours across wards and units of XXXX Hospital.

The Clinical Nurse Consultant, Resource must be familiar with hospital policies and protocols. As a clinical expert the CNC has a responsibility to ensure best practice, act as a resource person and initiate and participate in education programs.

Core Responsibilities:

- Ensure familiarity with, and adherence to, relevant Department of Health, YYYY Area Health Service and XXXX Hospitals Mission Statement, policies and procedures that are relevant to the performance of the duties specified in this job description.
- Support and adhere to the principles of multicultural awareness and the Employee Assistance Program.

- Minimise corruption and fraud within the workplace through the reporting of any suspected incidence.
- Abide by the YYYY Area Health Service Code of Conduct.

DUTIES AND RESPONSIBILITIES

CONTINUUM OF CARE

1. PROMOTION OF CLINICAL NURSE CONSULTANCY SERVICE (Access/Entry)

The Clinical Nurse Consultant is accessible to the hospital and other health facilities of YAHS after hours.

Contact is facilitated through an effective system of communication, which includes:

- Verbal handover from CNC — Evenings to provide continuity of care for acutely unwell patients
- Telephone and pager
- Rounds of all wards/units
- Email / fax

2. DIRECTION OF SERVICE

The Clinical Nurse Consultant provides a service which is appropriate to the needs of the community served and reflects the promotion of and maintenance of health and wellbeing. This is achieved through:

- Customer feedback
- Reviewing of services.
- Participating in YYAHS meetings and committees
- Establishing and participating in speciality networking

The Clinical Nurse Consultant develops and maintains operational planning strategies for the effective functioning of the position by:

- Formulating short and long term objectives.
- Establishing communication strategies for referral and information sharing.
- Formulating specific policies, protocols and guidelines.

3. COORDINATION OF CARE (Assessment, Care Planning, Implementation, Evaluation)

The Clinical Nurse Consultant will, together with the interdisciplinary health care team, perform a comprehensive patient assessment which is coordinated and reduces unnecessary repetition through:

- Liaising with transferring hospitals prior to the transfer of a patient to XXXX Hospital Intensive Care Unit, Burns Unit or Coronary Care
- Assessing and coordinating the care of patients with complex problems.
- Attending all trauma calls and cardiac arrests and assist, assess and co-ordinate care and transfer of the patients.

4. DEVELOP A COORDINATED, INTERDISCIPLINARY PLAN OF CARE IN PARTNERSHIP WITH OTHER HEALTH CARE TEAM MEMBERS / PATIENTS

The Clinical Nurse Consultant will, in conjunction with other members of the healthteam develop a plan of care tailored to meet the need of individual patients which addresses relevant clinical, social and emotional needs.

- The CNC will liaise with other health care workers to ensure continuum of and quality of care.

5. MONITOR AND EVALUATE THE PROVISION OF CARE

The Clinical Nurse Consultant monitors and evaluates the effectiveness and efficiency of nursing care delivered to patients by:

- Observing patient outcomes though rounds and assessment of relevant patients.
- Participating in the evaluation of clinical nursing competencies

The Clinical Nurse Consultant participates in the evaluation by the interdisciplinary team to ensure that expected outcomes are met for particular groups of patients and individuals.

6. IDENTIFY INCONGRUENCE AND CONTRIBUTE TO RESOLUTION

The Clinical Nurse Consultant will respond to any inappropriate nursing practice by:

- Providing in-service education
- Reviewing clinical procedures and discussing with appropriate

CLINICAL LEADERSHIP & MANAGEMENT

1. CLINICAL LEADERSHIP

The Clinical Nurse Consultant provides clinical leadership by:

- Functioning as an expert clinician.
- Contributing to nursing knowledge by professional publications and related undertakings.
- Contributing to public relations activities.

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The Clinical Nurse Consultant acts as a resource person for relevant personnel by:

- Facilitating access to current literature and responding to the needs of nursing staff of critical care areas
- Providing support to nursing staff, and counselling where appropriate, especially with new graduates and new staff to the hospital.

The Clinical Nurse Consultant maintains an acute awareness of current nursing and healthcare issues through:

- Participating, when required, on specialty focus group in the hospital
- Keeping abreast of new developments and changes in contemporary standards of nursing practices through nursing journals and through reviewing the practices of other health care facilities.

The Clinical Nurse Consultant promotes supportive and constructive professional relationships with members of the healthcare team

HUMAN RESOURCE MANAGEMENT

1. STAFF TRAINING AND DEVELOPMENT

The Clinical Nurse Consultant engages in the professional development of self and others through:

- Participating in YYAHS wide OPSCA programs (if requested)
- Accepting accountability and responsibility for own practice.
- Trialing, evaluating and introducing/utilising new technology.
- Using nursing research findings as a basis for clinical-decision making.

2. ASSESSES THE NEED FOR EDUCATION

The Clinical Nurse Consultant reviews the education requirement of nursing staff by:

- Evaluating performance outcomes through observation, dialogue and formal assessment.
- Conducting quality improvement audits of patient care through audits and then following up with education to improve standards of care.
- Education will be provided on an individual basis and in groups as the need arises.

3. PROVIDES APPROPRIATE EDUCATION FORUMS

The Clinical Nurse Consultant conducts education sessions on the basis of needs analysis and evaluates all education sessions

- Providing in-service education sessions at ward level.
- Providing education on a one to one basis.
- Provides education across the area.
- Participates in workshops at the hospital and other facilities of YYAHS

- Documenting in the patient notes each time a patient is seen.
- Identifying self in a clear and easily identifiable manner.
- Dialogue with medical and nursing staff and other health care workers.

SAFE PRACTICE & THE ENVIRONMENT

The Clinical Nurse Consultant understands and fulfils his/her responsibilities to work safely and minimise risk to others by:

- Maintaining the principles of Infection Control by strict adherence to standard precautions.
- Actively participating in “safety” through the adoption of safe working practices.
- Correcting / removing and reporting equipment which could cause harm to patients and others.
- Reporting all hazards, near misses, incidents and accidents to the appropriate supervisor.
- Attending mandatory training in:
 - Fire prevention / control;
 - Cardio-pulmonary resuscitation;
 - Manual handling;
 - Management of aggression
 - Any training courses as specified by management which will enhance
 - Personal development and productivity requirements.
- Participating in the Workplace Rehabilitation programme.
- Supporting Hospital Policy regarding the maintenance of a smoke free work environment.

DIRECTOR of NURSING SERVICES

PRESENT INCUMBENT

PRINTED NAME / / DATE

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Service: Clinical Nurse Consultant (CNC) - Resource

Description of Service:

The Resource service provides an after hours clinical support service for nursing staff and patients within XXXX hospital.

Continuum of Care:

The service operates Monday-Friday 1 500-0700hrs

Saturday-Sunday and public holidays 24 hours.

- Verbal handovers to provide continuity of care of acutely unwell clients.
- Provide skills accreditation for nursing staff.
- Provide inservice to update nursing skills.
- Promotion of service at Hospital Fair.
- First contact person for clients staying at Hospital Hostel.
- Attend meetings and record minutes - CNC Meetings, Pharmacy/Nursing Liaison Committee, OH&S, Executive, Night Duty Forum, Night Duty CNS meetings.
- Liaise with Specialty CNCs re delivery of care in their absence.
- Provides parenteral administration of drugs for nurses not accredited.
- Active members of Arrest Team and Trauma Team.
- Provides debriefing and counselling to staff after Critical Incidents,
- Oversee safe delivery of nursing care hospital wide with reference to hospital and ward policies.
- Provides after hours supply of medication via the After Hours Drug Cupboard.
- Incident and Accident reports completed when appropriate and sent to Quality Improvement Unit.
- Trialing of new equipment i.e. pulse oximeter.
- Location and allocation of hospital equipment i.e. imeds, syringe pumps, 5a02 monitors.
- Liaise with medical staff re: patients of concern who have deteriorated.
- Liaise with pharmacy and on-call pharmacist re drug interactions or to re-call pharmacist for medications required after hours.

Leadership and Management:

- Patient! staff advocate.
- Involvement in Professional Organisations-CNC Association.
 - NSW Nurse Association.
 - College of Nursing.
 - Royal College of Nursing..
- Promotion of service at Departmental Meetings.
- Professional role model

Human Resources Management:

- Ongoing education - self education.
 - seminars/conferences.
- Supervision of new graduates.
- Liaise with duty Senior Nurse Managers to inform him/her of real/potential problems with patients/staff i.e. deteriorating patient who may require a high dependency bed/ICU or patient's / relatives who have concerns.
- Public relations - discussions with patients and their family to provide reassurance and liaise with medical staff to ensure flow of information.

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Information Management:

-Access to:-Patient Care System.

- Internet
- Workforce.
- Kronos.
- Intranet.

- Documentation of interventions in integrated notes.
- Access to hospital Bulletin Board allows us to locate equipment/inform staff of inservices.
- Informal inservice to ward staff on use of Intranet, Safe Practice and the Environment:
- Adherence to Infection Control Policies - isolation of MRSA clients.
- Review of outdated policies and protocols - referred to Clinical Practice Committee.
- Involved with Disaster Management - internal and external.
- Promotion of Needle stick Hotline for staff with needle stick injury.
- Access to after hours maintenance team for repairs - eg broken pan flush
- Have drawn to management's attention problems with fire/disaster page compliance. i.e staff not carrying pages. 'Mock Disaster' roll call indicated poor compliance. Resultant action is inservice to raise awareness and disaster/evacuation training.
- Rectified problem of food services trolleys left blocking fire doors. Liaised with Food Services Manager, Fire/Safety Officer and staff involved. Problem appears to have been resolved.
- Conducted audits of evening/night reports used to determine activity levels. Indicated poor compliance in some wards. Followed up with further random audits to ascertain whether reminders issued by management had made any difference to compliance. In most cases it has.
- As we attend all ward areas (medical, surgical, critical care and psychiatric) we as a group have developed a good rapport with staff who often raise issues of concern. These include staffing numbers, training, staff mix, education deficits and safety issues. Often staff feel powerless to rectify the situation and we can inform staff about appropriate action to take to resolve these matters. If appropriate we also follow up these concerns ourselves with relevant staff i.e. fellow CNC's, the Education Department and Nursing Administration. This has also prompted changes made to policies /protocols which have become outdated.
- In notifying the NUM, inservice has been arranged to allow the majority of ward staff to safely administer accredited drugs and increase the nursing staff's knowledge base.
- Have requested Food Services start placing expiry dates on sandwiches that are delivered for use after hours so that out of date sandwiches are not given out.
- The Dopamine Drug Protocol has been reviewed and changed in conjunction with the Quality Assurance Unit and Pharmacy

Improving Performance:

- Yearly peer assessment
- Awareness of Clinical Pathways
- Analysis of time and movement statistics collected on a monthly basis which are submitted to Nursing Administration. Format has been modified to suit the needs of the Resource Group for the collection of statistics as the original format concentrated on the Speciality CNC 's workload i.e. we do not treat outpatients unlike many of the specialty CNC's.
- Yearly annual report regarding activities performed is submitted to Nursing Administration,