

1. General Information

Position Title:	Clinical Nurse Educator
Division/Department:	
Position Reports to:	Education Manager
Enterprise/Individual Agreement:	Nurses and Midwives Enterprise Agreement
Classification/Grade:	Nurse/Midwife Educator TCH41 – TCH42
Location:	Epworth Geelong
Employment Status:	Fixed Term Part Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	
Key Relationships - internal and external	<ul style="list-style-type: none"> • Clinical and Support staff • Clinical Leadership Team and Hospital Management • Undergraduate Education and Clinical Simulation Teams • Patients, inclusive of family member(s) & visitors • Medical staff and Visiting Medical Officer's (VMO)

2. Overview of Epworth HealthCare

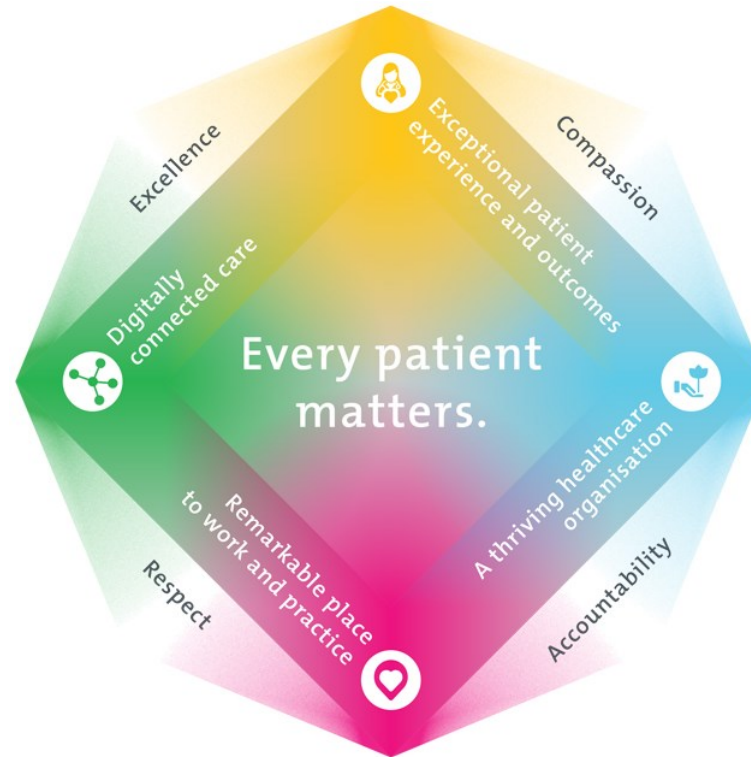
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

To facilitate workplace learning for the division through clinical teaching, supervision, assessment and support for all staff, which includes though is not limited to; Graduate, Post Graduate, Introductory and Specialty programs, in order to assist them in meeting the academic and clinical objectives required in their programs. This position will drive quality and safety within the hospital through education, training, workshops, seminars and clinical support to aid staff development to improve patient outcomes.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Clinical Care / Support <ul style="list-style-type: none"> Practice in accordance with Nursing and Midwifery Board of Australia (NMBA) National Competency Standards for Registered Nurses Practice in accordance with the National Safety and Quality Health Service (NSQHS) Standards 	<ul style="list-style-type: none"> Demonstrate compliance with NMBA National Competency Standards for Registered Nurses Demonstrate compliance with NSQHS Demonstrate compliance with legislative and common law

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> • Practice in accordance with legislative and common law requirements • Utilise a reflective, critical thinking and evidence based approach to the clinical care of patients • Foster a culture of ongoing development and improvement • Support the enquiry and questioning in the delivery of clinical care • Role model excellence in clinical care • Actively support staff and those in programs • Demonstrates knowledge and understanding of current trends and their implications for nursing practice • Support the consistent use of Epworth HealthCare Nursing Policy and Protocols to guide practice • Collaborate and communicate with the leadership team: NUM and ANUMs regularly • Actively participate as a member of the multidisciplinary team and work cooperatively and collaboratively with all team members • Actively provide constructive feedback to all staff • Participate in and provide education to staff, graduates and students in the clinical environment • Maintains oversight of graduates and other early years nurses' skill and knowledge development 	<p>requirements</p> <ul style="list-style-type: none"> • Demonstrate compliance with mandatory and role specific assessments / competencies • Consistently practice in accordance with organisational policy and protocol • Actively support clinical staff and staff in programs • Demonstrate ability to provide constructive and structured feedback to staff • Recognise underperformers early and address performance issues in a timely manner
<p>Leadership and Management</p> <ul style="list-style-type: none"> • Promotes the development of an open and authentic culture in accordance with the Epworth values and behaviours • Foster a culture of ongoing development and improvement • Maintains open and timely communication and feedback processes to all key stakeholders; NUMs, ANUMs, Education Team • Builds strong and trusting relationships with internal and external stakeholders to build/maintain the reputation and brand of Epworth HealthCare • Supports the transition of staff in programs into their clinical team in collaboration with the leadership and clinical teams • Liaises with clinical leadership teams and education team to ensure 	<ul style="list-style-type: none"> • Demonstrates the values and behaviours consistently • Demonstrates positive role modelling and leadership • Actively supports the organisation to ensure strategic and business objectives are met i.e. retention of quality staff • Participates in and demonstrates a commitment to education programs, committees, meetings and other activities • Consistently attend and participate in Education department and leadership team meetings • Works collaboratively with NUMs to manage labour hour KPI's in relation to education

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>appropriate allocation of preceptors and support to staff attached to programs and graduates</p> <ul style="list-style-type: none"> • Empowering staff through leadership and role modelling to participate in support programs such as clinical supervision, mentoring, coaching and reflective practice which is conducive to a culture of learning and change • Support and facilitate a positive environment that enables positive learning experiences for staff • Actively support and facilitate appraisal of staff, in collaboration with the NUM, more specifically staff in programs • Maintenance of appropriate documentation including; contracts, file notes and performance plans • Maintenance of program design and structure is in lines with transition-al program frameworks • Involvement with the recruitment process and operational requirements of Education Programs • Assist in Hospital Orientation and orientation of new staff in collaboration with the NUM, senior staff and Organisational Development • Liaise with University Course Coordinators and Heads of Schools • Participate in University open days, Nursing career conferences and other relevant promotional activities / forums • Assist with the teaching and education of relevant programs and courses • Liaise with relevant Universities and Registered Training Organisations (RTO) • Participate in University and RTO open days, Nursing career conferences, Nursing Expo and Epworth Open days • Actively identify gaps in practice and conduct gap analysis of the allocated clinical department and broader division to determine learning needs of staff • Assist in gap analysis for staff divisional needs in both skill and knowledge requirements and develop required programs accordingly • Facilitates Nurse mandatory training in collaboration with the NUM and Education team • Coordination of the Graduate Nurse Program Development days including; 	<ul style="list-style-type: none"> • Evidence of accountability for staff performance and attainment of outcomes • Ensures appraisals are completed as scheduled and all documentation filed appropriately for staff in programs • Demonstrates accountability for ensuring timeframes are met for recruitment where applicable • Demonstrates accountability for meeting practice requirements for content of programs

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>content development, facilitation and delivery of the days and scheduling and evaluation for continual improvement</p> <ul style="list-style-type: none"> • Facilitates education in collaboration with the Education team • Ensures Graduate Nurse Program resources remain contemporary and best practice • Ensures the development of Performance Improvement Plans in collaboration with the NUM and Educators and offers clinical support 	
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Participate in/ attend relevant committee meetings and communicate required actions for both the Education department and clinical department • Support continuous improvement activities relating to service delivery and the clinical practice of staff • Provide suggestions and feedback to the Education Manager and NUMs about quality activities / projects • Drive and actively strive to improve on contemporary models of care that foster a collaborative approach to evidence based practices • Address or escalate noncompliance with best practice • Coach and support staff to undertake quality improvement initiatives and projects • Actively participate in quality improvement activities within the unit or department in accordance with the NSQHS Standards • Be actively involved in reviewing protocols, policies and guidelines 	<ul style="list-style-type: none"> • Improvement in patient care delivery as evidenced organisational / departmental reporting • Reviewing, supporting and implementing relevant research in the clinical environment • Implement and maintain NSQHS standards • Evidence of participation / support of quality activities / projects – 1 per year (minimum) • Demonstrate a commitment to the achievement of quality patient care outcomes • Consistent attendance and representation at relevant committee and other delegated organisational meetings
<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Actively seek and participate in performance development opportunities • Evaluate personal performance and plans for self-development • Maintain competence as a facilitator / trainer in relevant training • Maintain skills and knowledge in specialty area and seeks opportunities for advancement 	<ul style="list-style-type: none"> • Completion of annual performance appraisal • Participation in education opportunities, conferences and seminars • Completion of objectives outlined in self-development plan (provide evidence of)
<p>Customer Service</p>	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	<ul style="list-style-type: none"> • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> Ensure all direct reports are held accountable for safety performance and actions 	

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> Australian Health Practitioner Regulation Agency [AHPRA] Post Graduate qualification relevant to speciality / education <p>Desirable</p> <ul style="list-style-type: none"> Certificate IV in Workplace Training and Assessment Hold relevant other Post Graduate / Diploma level qualification Hold or be working towards a Masters qualification in Education or relevant area of practice
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> Minimum 5 years of clinical experience or otherwise demonstrated expertise Possess clinical skills relevant to the speciality <p>Desirable</p> <ul style="list-style-type: none"> Previous experience in an Education role Experience in developing and delivering education/training or coaching programs
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct Knowledge and understanding of the National Safety and Quality Health Service (NSQHS) Standards Fundamental computer skills Ability to build effective relationships with a diverse range of people and to participate in effective teams Excellent clinical skills and knowledge Consistent attitude and behaviours consistent with Epworth values Highly developed communication and interpersonal skills The ability to impart knowledge and be receptive to new ideas and changes in practice The ability to prioritise, meet deadlines and achieve outcomes

Position Description



COMPONENT	
	<ul style="list-style-type: none"> • Flexibility and adaptability with work hours to meet staff clinical support needs and other organizational commitments • A commitment to personal development and progression • Maintenance of clinical competency and relevant contemporary skills in the clinical setting <p>Desirable</p> <ul style="list-style-type: none"> • Is able to role model leadership behaviours and communication • Superior conflict resolution skills • Demonstrated experience in developing and facilitating education programs and plans based on adult learning principles to meet the needs of the organisation • Demonstrated ability to provide constructive feedback to enact change • Demonstrated ability in evaluating education programs, services and outcomes
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Belief in patient centred care • Committed to providing a safe environment for patients & colleagues • Professional work ethic • Practices within the ethos of the Epworth HealthCare Values & Behaviours • Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
August 2018	May 2019	Education Manager, Richmond
	November 2021	Education Manager, Eastern

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____