



# General Information

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| **Position Title:** | Lactation Consultant |
| **Division/Department:** | Maternity Services |
| **Position Reports to:** | Midwifery Unit Manager |
| **Enterprise/Individual Agreement:** | Epworth HealthCare Nurses Enterprise Agreement |
| **Classification/Grade:** |  |
| **Location:** | East Melbourne |
| **Employment Status:** | Permanent Part Time/ Full Time |
| **Resource Management Number of Direct Reports:**  **Budget under management:** | 0  0 |
| **Key Relationships - internal and external** | Midwifery/ Nursing Staff and all ward/unit staff (e.g. ward clerk, allied health, support services, etc) Visiting Medical Officers (VMOs)  Patients and families  Any person who has cause or business to interact with the ward/unit |

1. **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

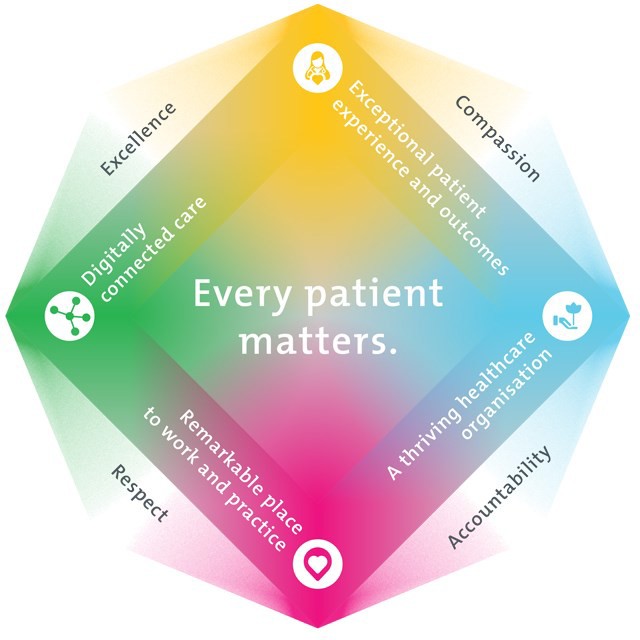
innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

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](https://www.epworth.org.au/who-we-are/our-values).

Epworth’s purpose is Every Patient Matters.

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

# Epworth HealthCare Strategy



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| 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. |

1. **Purpose of the Position**

The Lactation Consultant is a senior clinician responsible for providing expert, evidence-based breastfeeding care and education to women and families throughout their maternity journey. Working across both inpatient and outpatient services, the role ensures continuity of care from admission through discharge and follow-up, supporting optimal breastfeeding outcomes and patient experience.

Operating both autonomously and as part of a small specialist group, the Lactation Consultant collaborates closely with colleagues, maternity staff, and the wider multidisciplinary team to deliver safe, high-quality, and coordinated care. The role is accountable for comprehensive clinical assessment, the development and documentation of breastfeeding management plans, and timely follow-up, including patient contact and outcome recording in both patient medical records and the Birthing Outcome System (BOS).

Beyond direct clinical care, the Lactation Consultant plays a pivotal role in education, quality, and service development. This includes delivering structured breastfeeding education sessions to patients and families, providing staff training and mentoring, updating and maintaining relevant clinical practice guidelines and policies, auditing service outcomes, and integrating feedback to drive continuous improvement.

As an International Board-Certified Lactation Consultant (IBCLC), the clinician is required to maintain active certification and up-to-date knowledge of current research and evidence-based practices. Through clinical expertise, leadership, and collaboration, the Lactation Consultant contributes to Epworth’s commitment to exceptional patient experience, innovation, and excellence in maternity care.

1. **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-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

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| **Clinical Governance Domain** | **Role** |
| ***Leadership and culture*** | 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. |
| ***Consumer Partnerships*** | Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including  families/carers wherever possible. |
| ***Effective Workforce*** | Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care. |
| ***Clinical Safety and Effectiveness*** | 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. |
| ***Risk Management*** | Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk  mitigation strategies. |

# Key Accountabilities

At Epworth, our mission is to provide exceptional patient care, and this is made possible by our shared commitment to Compassion, Accountability, Respect, and Excellence. As a valued member of our team, you play a direct and vital role in upholding these standards every day. The following key accountabilities outline the expectations for this position and how you will contribute to our mission.

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| **KEY RESPONSIBILITIES** | **MEASURES/KPIs TO BE ACHIEVED** |
| **Clinical Care**   * Adhere to Epworth policies, procedures, rostering, and mandatory training requirements. * Provide expert lactation support across inpatient and outpatient maternity services. * Ensure timely review of referrals * Undertake comprehensive breastfeeding assessments, develop management plans, and provide timely follow-up. * Manage and coordinate outpatient appointments, including timely booking, rescheduling, and follow-up of consultations * Ensure adherence to rostering requirements and timely attendance at all scheduled clinical and educational commitments * Oversee management of the outpatient booking system, including reconciliation of financial aspects (billing and patient payment claims as applicable) * Proactively contact discharged patients when gaps in outpatient appointments. | * Demonstrated in day-to-day behaviour and staff/patient feedback. * 100% of referrals reviewed within 24- 48hrs * 100% of consultations documented in patient medical records with clear, actionable feeding plans provided to patients. * ≥95% of patient appointments booked and managed during inpatient consultation/review. * Rostering flexibility supporting service requirements. * Compliance with rostered clinical and educational commitments with no unapproved absences. * Monthly reconciliation of outpatient booking system financial records with ≥98% accuracy. * ≥98% of discharged patient follow-ups are recorded in Birthing Outcome System (BOS) and LC Communication Diary. |
| **Teamwork**   * Works cooperatively and collaboratively with all members of the multidisciplinary team * Contribute to a positive team culture through collaboration, feedback, and respect. * Work collaboratively within the lactation consultant group to ensure consistent practice and shared decision-making. * Liaise effectively with maternity staff, VMOs, and multidisciplinary teams to ensure coordinated care. * Provide leadership and mentorship to staff, supporting breastfeeding education and professional development. * Deliver group antenatal breastfeeding education sessions * Provide ongoing staff education, training, and mentoring in breastfeeding management and best practice. | * Attend and actively participate in department and team meetings * Assist team members and provide support across the hospital * Provide clinical expertise and professional guidance to the multidisciplinary team * Coordinate and attend monthly team meeting and case discussions with documented evidence. * ≥85% positive feedback from colleagues. * ≥85% staff satisfaction with education and mentoring from staff and manager feedback. * Facilitate scheduled antenatal breastfeeding education sessions per quarter. * Monthly scheduled staff breastfeeding education in-service session and/or Lactation service newsletter. |
| **Quality Improvement**   * Strives to consistently improve service delivery and clinical practice * Conduct regular audits of breastfeeding outcomes, patient feedback, and service performance. * Participate in quality improvement initiatives and integrate evidence-based practice into care. * Actively contribute to development of policies, guidelines, and service improvement initiatives. | * Demonstrate a proactive attitude in reviewing, supporting and implementing relevant research into the clinical environment * Evidence of input to policy/service development. * Improved patient breastfeeding journey * Quarterly audits completed; improvement actions documented. * At least one service improvement project implemented annually. |
| **Personal and Professional Development**   * Act in accordance with Epworth’s values of Compassion, Accountability, Respect, and Excellence. * Comply with NMBA Standards, Code of Conduct, and all relevant legislation. * Participate in performance development, education, and continuous improvement. * Maintain current IBCLC certification and meet continuing education requirements. * Remain current with contemporary research and evidence-based practice in lactation. * Demonstrate accountability in managing clinical caseloads while meeting rostering and service needs. | * Completion of annual performance appraisal, completion of objectives outlined in self-development plan (provide evidence of) * 100% compliance with yearly mandatory training requirements * 100% compliance with recertification requirements. * Annual CPD activities logged and applied to practice. * Compliance with roster requirements and attendance KPIs. |
| **Customer Service**  Epworth is committed to the provision of excellent customer service to all our people, customers and stakeholders, including patients and external suppliers.  Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.   * Maintain patient confidentiality and privacy in line with legislation and organisational policies. * 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 (customers) expectations and issues * Support Epworth’s commitment to exceptional patient experience, outcomes, and innovation. | * 100% compliance with Information Privacy Act and Health Records Act. * Patient and customer service satisfaction surveys within agreed targets * Use AIDET principles in all interactions * Issues are escalated to the manager and resolved in a timely manner |
| **Safety and Wellbeing**  Participate actively and positively around health and safety to reduce all hazards and incidents within the workplace   * Deliver safe, person-centred care aligned with Epworth’s Clinical Governance Framework. * Participate in incident, risk, and hazard reporting and contribute to a safe workplace. | * Patient safety KPIs met, no preventable adverse events. * Adhere to infection control/personal hygiene precautions * Implement and adhere to Epworth OHS policies, protocols and safe work procedures * Mandatory training completed at agreed frequency * Hazards/incidents reported in RiskMan within required timeframes. |

1. **Position Requirements/Key Selection Criteria**

The successful candidate will be an experienced and dedicated professional who embodies Epworth's core values of Compassion, Accountability, Respect, and Excellence. This role requires an International Board-Certified Lactation Consultant (IBCLC) with a deep understanding of evidence-based practices and a commitment to providing exceptional patient care. The ideal candidate will possess outstanding clinical skills, the ability to work collaboratively within a multidisciplinary team, and a passion for education and continuous improvement.

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| **COMPONENT** |  |
| Qualifications | **Essential**   * Registered Midwife with Australia Health Practitioners Agency (AHPRA) * Current International Board-Certified Lactation Consultant (IBCLC) |
| Previous Experience | **Essential**   * Demonstrated post-registration clinical experience in maternity and lactation support. * Experience providing care across both inpatient and outpatient services. * Proven ability to work autonomously in clinical decision-making while collaborating within a multidisciplinary team. * Experience delivering structured breastfeeding education classes to patients and families, and education/mentoring for staff. |
| Required Knowledge & Skills | **Essential**   * Demonstrated understanding of professional nursing/midwifery competency standards, code of practice and professional nursing/midwifery trends, National Standards for Clinical Excellence and ACHS Accreditation Standards * Advanced clinical knowledge and skills in breastfeeding management and lactation consultancy. * Ability to assess, plan, implement, and evaluate evidence-based breastfeeding care across the continuum of maternity services. * Strong verbal and written communication skills with ability to liaise effectively across teams and with patients/families. * Proficiency in documentation and Computer Literacy. * Commitment to quality improvement, including auditing service outcomes, evaluating feedback, and integrating findings into practice. * Up-to-date knowledge of current research, guidelines, and evidence-based practices in lactation and midwifery care. * Strong organisational and time management skills with ability to prioritise caseloads and meet service/rostering requirements. |
| Personal Attributes & Values  All employees are expected to consistently work in accordance with Epworth’s values and behaviours | **Essential**   * Compassion, empathy, and commitment to patient-centered care. * Professional accountability, integrity, and commitment to maintaining IBCLC certification and continuous professional development. * Ability to work collaboratively within a small specialist team and contribute to shared service outcomes. * Committed to providing a safe environment for patients and colleagues * Commitment to Epworth’s values of Compassion, Accountability, Respect, and Excellence. |

**Document Control**

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| Date Developed: | Date Last Reviewed: | Developed and Reviewed By (Position Title): |
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# 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.

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| Employee Signature: | |
| Print Name: | Date: |