Position Description

![Epworth logo]

1. General Information

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Position Title:	Clinical Educator
Division/Department:	Education Department
Position Reports to:	Education Manager
Enterprise/Individual Agreement:	Epworth Nurses Enterprise Agreement
Classification/Grade:	TCH41- TCH42
Location:	Epworth HealthCare
Employment Status:	

Resource Management
(for Management positions only)
    Number of Direct Reports:
 	
    Budget under management:	

Key Relationships - internal and external	• 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. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is Caring for People. Innovating for a healthy community.

3. Epworth HealthCare Strategy
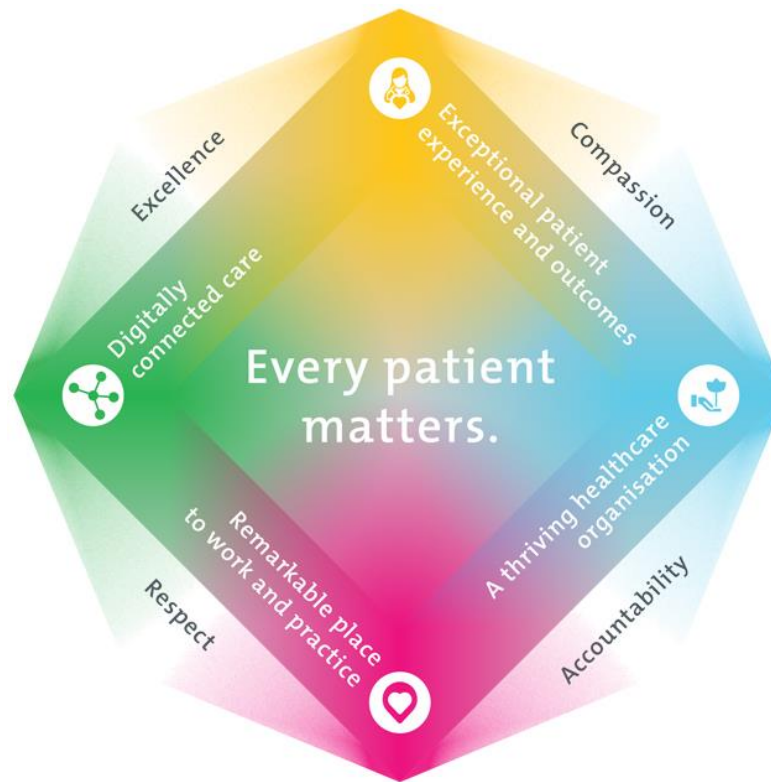
All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare 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.

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, Postgraduate, 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 organisation 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
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.

Clinical Care / Support

- Practise in accordance with Nursing and Midwifery Board of Australia (NMBA) National Competency Standards for Registered Nurses
- Practise in accordance with the National Safety and Quality Health Service (NSQHS) Standards
- Practise 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

- Demonstrate compliance with NMBA National Competency Standards for Registered Nurses
- Demonstrate compliance with NSQHS
- Demonstrate compliance with legislative and common law requirements
- 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

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6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Leadership and Management • Promotes the development of an open and authentic culture in accordance with the Epworth values and behaviours • Fosters 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 appropriate allocation of preceptors and support to staff attached to programs and graduates • Empowers 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 • Supports and facilitates a positive environment that enables positive learning experiences for staff • Actively supports and facilitates 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 transitional program frameworks • Ability to work across Epworth HealthCare sites if required • Flexibility and adaptability with work hours and days to meet staff clinical support needs and other organizational demands. Therefore, during periods of low activity, you will be required to work in a clinical capacity if requested	• 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 KPIs in relation to education • 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

Education

- Support the enquiry and questioning in the delivery of clinical care
- Act as a mentor to all staff, students and graduates
- Assist staff undertaking programs to complete required hurdles and assessments
- Actively involved in the development of 'performance improvement plans' and learning objectives for staff and graduates in collaboration with NUM and ANUMs
- Assist in the design and development of curriculum and education content relevant to programs and courses of study for the division and clinical specialty, including Graduate, Post-Graduate, Introductory and Specialty Practice Programs, short courses, seminars and workshops
- Assist with the teaching and education of relevant programs and courses (as outlined above)
- Evaluate education programs relevant to specialty and broader division as required and in accordance with best practice standards
- Facilitate the delivery of informal/ formal education sessions
- Represent the Education team at relevant Epworth committees and organisational meetings
- Support and drive Evidence Based Practice through education programs, teaching and when facilitating learning in the clinical environment to ensure best practice standards are achieved
- Participate in the recruitment, selection and appraisal of students in the Graduate program, Introductory and Specialty Practice Programs, as well as post-graduate programs
- Support the development and management of staff performance and complete appropriate documentation
- Provide support for staff with their development plans in collaboration with the NUM, ANUMs and senior staff
- Facilitate the delivery of mandatory training and competency assessments of staff, ensuring they align with the NSQHS standards
- Review department operational plan to ensure it aligns with the hospital operational plan's objectives
- Assist allocated clinical departments in the development and review of unit-based orientation, in service and broader education materials in collaboration and communication with the NUM

- All new staff are provided with adequate and appropriate orientation in accordance with department and organisational
- requirements
- Education sessions delivered as per organisational accreditation requirements in collaboration with the NUM
- Achieve all hospital project implementation e.g. forms and changes practices, in accordance to the NSQHS standards
- Achieve updates of education materials for the department
- All educational assessments and training documented are filed appropriately, including attendance records
- Achieve 100 % compliance in mandatory training of staff, including eLearning in collaboration with the NUM
- All relevant paperwork, hurdles and assessments are completed in accordance with Program and University requirements
- Annual education plans in line with the unit-based skills matrix are developed and discussed with the Education Manager and NUM
- Education programs are delivered within agreed budget
- Learning packages and resources relevant for clinical areas are
- maintained
- Education sessions are delivered as specified in the annual organisational and department plans
- Graduate, transitional and post-graduate programs meet organisational retention requirements
- Evaluation of programs run are completed and programs are reviewed accordingly
  Representation of Epworth at external events i.e. Hospital Expo, University Open days and Conferences is achieved
- Attendance records at education sessions maintained annually
- Education programs demonstrate compliance with the NSQHS Standards

- 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, updating the
- unit-based skills matrix as required

Quality Improvement

- 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

- 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 improvement 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

Personal and Professional Development	
• 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	• Completion of annual performance appraisal • Participation in education opportunities, conferences and seminars • Completion of objectives outlined in self-development plan (provide evidence of)
Customer Service Epworth is committed to the provision of excellent customer service to all of 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. • 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 compliments, complaints and Insync) to identify breakdowns 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	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Issues are escalated to the manager and resolved in a timely manner

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Safety and Wellbeing	
• Participate actively and positively in the area of OH&S to reduce all hazards and incidents within the workplace	• Comply with all Epworth HealthCare's OH&S policies, protocols and safe work procedures
• Report all hazards, incidents, injuries and near misses immediately	• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in incident management system
• Promote a culture of risk awareness and proactively respond to incidents and near misses	• Participate in and complete mandatory safety training on an annual basis and as required
• Actively participate in and contribute to the OH&S consultation processes	
• Assist in the facilitation of staff training i.e. CROD, Safe moves and use of new equipment	

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Registered Nurse with: • Australian Health Practitioner Regulation Agency [AHPRA] • Postgraduate qualification relevant to specialty/ education **Desirable** • Hold relevant other Postgraduate/ Diploma level qualification • Hold or be working towards a Masters qualification in Education or relevant area of practice
Previous Experience	**Essential** • Minimum 5 years of clinical experience or otherwise demonstrated expertise • Possess clinical skills relevant to the specialty **Desirable** • Previous experience in an Education role • Experience in developing and delivering education/training or coaching programs
Required Knowledge & Skills	**The successful candidate should be able to demonstrate;** • Knowledge and commitment to act in agreement with 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 • 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 **Desirable** • 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
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Respect • Excellence • Compassion • Community • Integrity • Accountability	**Essential** • 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 • Ability to work across Epworth HealthCare sites as required • Flexibility and adaptability with work hours and days to meet staff clinical support needs and other organizational commitments across a 7-day rotating roster when required and at other sites. • During periods of low activity, you will be required to work in a clinical capacity if requested.

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8. Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
15 March 2021	15 November 2023	Group Director of Clinical Education & Dean Nursing Academy

9. 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:

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Print Name: Date:

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