

## Position Description

<b>Position</b>	<b>Continence Nurse</b>
<b>Reporting to</b>	<b>Service Delivery Manager, Allied Health</b>
<b>FTE</b>	Part-time
<b>Location</b>	Blackburn

### Organisation

MS Plus is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues. We are here so no one has to face MS alone.

### Our Aspiration

*The home of comprehensive support for neurological conditions.*

### Our Purpose

*Together on the journey to break down barriers, achieve goals and live well.*

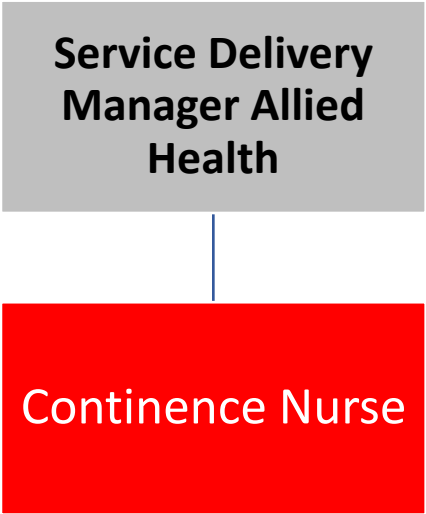
### Our Values

<b>Empowerment</b>	We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders.
<b>Community</b>	We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives.
<b>Expertise</b>	We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation.
<b>Creativity</b>	We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly.
<b>Spirited</b>	We encourage initiative and look for ways to continuously improve. We show resilience in the face of setbacks, overcome obstacles, and learn from experience.

### Role Purpose

The Continence Nurse is a team member of the MS Plus Continence service. The continence service purpose is to empower all people with MS and broader neurological conditions to self-manage their condition, to understand bladder (and/or bowel and sexual dysfunction) in the context of their neurological condition, and to seek additional support and intervention when required. By providing best practice care in continence support, quality of life will be improved for people living with neurological conditions.

**Team structure**



**Key Responsibilities**

Key focus area	Success factors
<b>Organisational and Administration Responsibilities</b>	<ul style="list-style-type: none"> <li>• Client needs are established through a person-centered assessment to determine the most appropriate care plan.</li> <li>• Actively participate in clinical supervision from an experienced clinical continence nurse.</li> <li>• Work collaboratively in supporting health promotion, education and resource development of the continence service.</li> <li>• Provides input into the ongoing review of the clinical practices and processes of the continence service, works to develop best practices.</li> <li>• Actively participate in Allied Health team.</li> <li>• Participate in relevant state and national groups and working parties</li> <li>• Provide advocacy as required on behalf of MS Plus clients, carers and other stakeholders as well as to Government agencies, providers and other disability organisations either individually or as part of collaborative effort.</li> </ul>
Key focus area	Success factors
<b>Clinical Functions</b>	<ul style="list-style-type: none"> <li>• Provides comprehensive person-centered care and support within a multidisciplinary team across multiple MS Plus services in various states and territories.</li> <li>• Provides high quality and safe clinical advice and care to clients based on a detailed continence assessment.</li> <li>• Provides appropriate client follow-up and evaluation of care in progress notes to ensure needs are met.</li> <li>• Maintains accurate records of clients to ensure the quality and safety of care provided, ensuring detailed case notes are entered into the client’s record at the time of service and other communication or actions relevant to the client’s care.</li> <li>• Meets 65% (or percentage deemed by MS Plus) KPI billable target.</li> <li>• Actively participate in the collection of relevant outcome data.</li> </ul>

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	<ul style="list-style-type: none"> <li>Actively seeks feedback about clinical practice and customer service, evaluates and improves own processes and practices.</li> <li>Continuously improves learning in relevant clinical area of continence assessment, care planning and health promotion and prevention.</li> <li>Develops required clinical competencies and ensures these are then maintained at the highest standards.</li> <li>Takes initiative and functions independently in the clinical setting when appropriate skills have been developed.</li> <li>Seeks support of senior clinician where required.</li> <li>Participates informal and informal education programs.</li> <li>Provides continence service information for the preparation of reports to inform the Senior Management and Executive Team.</li> </ul>
Key focus area	Success factors
Relationship Management	<ul style="list-style-type: none"> <li>Collaborate and share information within MS Plus to support policy development, the continuity and enhancement of service delivery, and the achievement of MS Plus' strategic objectives.</li> <li>Engage with all relevant stakeholders to provide person-centred care. Liaises and maintains relationships with relevant key stakeholders.</li> <li>Positively and constructively represent the organisation to external contacts at all opportunities.</li> <li>Be transparent in decision-making processes.</li> <li>Be loyal and committed to implementing the decisions made the by the Team in support of MS Plus strategic objectives.</li> <li></li> </ul>
Key focus area	Success factors
Compliance and Professional Conduct	<ul style="list-style-type: none"> <li>Meets the mandatory requirements of registration as a Registered Nurse including full disclosure of professional development activities to support current registration at the time of performance development planning and at the time of renewal of registration.</li> <li>Work within the bounds of relevant legislation/regulations, MS Plus values, policies, procedures and Code of Conduct.</li> <li>Undertakes appropriate training to support understanding of, and compliance with, key MS Plus policies including work health and safety, equal opportunity, and privacy., .</li> <li>Consistently contributes to continuous quality improvement of the organisation.</li> <li>Always behave in an ethical and professional manner.</li> <li>Ensures that the confidentiality of documentation and information is maintained.</li> <li>Participates in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements.</li> <li>Ensure working within appropriate risk management and WHS procedures and operating practices to safeguard employee and client health, safety and well-being.</li> </ul>

#### Qualifications/Work Experience

Essential	Nursing degree and AHPRA registration.
Desirable	

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## Knowledge and Key Selection Criteria

Essential	<ul style="list-style-type: none"> <li>• Proven experience in client expectation management and innovative solutions delivery.</li> <li>• Experience in relevant role in Disability or Health sector.</li> <li>• Minimum of 2-3 years' experience in providing clinical services, support and advice to people with chronic neurological conditions, including MS</li> <li>• A demonstrable strong understanding of the NDIS environment and requirements of service agreements.</li> <li>• Proven track record for delivering solutions valued by service participants utilising a consumer directed care approach through effective assessment, care planning, case conferencing and review of clients.</li> <li>• Demonstrated ability to work collaboratively as part of a team and can add value in decision making beyond area of accountability.</li> <li>• Demonstrable experience working in a multidisciplinary team.</li> <li>• Pragmatic, organised and demonstrates sound judgment.</li> <li>• Resilience and proven ability to adapt style and approach to suit varying situations</li> <li>• Highly developed written and verbal communication skills.</li> <li>• High level of computer literacy in using a range of Office computer packages.</li> <li>• Proven track record in creating efficiencies and meeting targets.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Experience in a not-for-profit organisation.</li> <li>• Prior experience in disability under the NDIS.</li> <li>• Member of the Continence Foundation of Australia or another relevant professional organisation.</li> </ul>

## Key Competencies

Key Focus Area	Demonstrated competency
Service Delivery	Applies organisational models, procedures, and relevant legislation Ensures practice is within scope, safe and of high quality Seeks advice and support when needed.
Reflective Practice	Disseminates, promotes, and develops reflective and evidenced based practice models.
Client Outcomes	Provide excellence in clinical care and supports clients to achieve their goals and overcome barriers
Time Management	Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
Problem Solving	Implements systems to address adverse events and problems and works with teams to take proactive approaches to problem solving.
Program Participation	Performs own role and responsibilities efficiently to contribute to program and project outcomes
Achieving Results	Seeks feedback and focuses on enhancing and extending knowledge and skills. Supports other staff across the organisation to develop skills and extend their knowledge of continence management.

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<b>Contracts / Records Management</b>	Understands that contracts are in place to support activity and supports the team to achieve the contract KPI as per the contractual obligations of both parties are met. Completes documentation and ensure record keeping meets regulatory / legislative standards.
<b>Quality, Risk, Safety, Legislative compliance</b>	Ensures that work meets the organisation's quality requirements and strives to continuously improve on clinical practice Proactively identifies and manages risk within scope of practice Manages work practices for health and wellbeing of staff and compliance with WH&S legislation. Is aware of and ensures work practices comply with relevant legislation and licensing requirements.
<b>Advocacy</b>	Articulates clear and persuasive messages about key issues when advocating or negotiating for clients and on behalf of the organisation
<b>Written and Oral Communication</b>	Provides informed, meaningful, and relevant messages when communicating with staff, consumers, community, and partner organisations.
<b>Interpersonal skills</b>	Develops capabilities in self-awareness, self-management and social awareness in communications, problem solving and conflict resolution. Behavior aligns with the organisation's values and Code of Conduct.
<b>Networks and Stakeholders</b>	Reviews clinical practices in response to changing needs of relevant groups in the community
<b>Knowledge of Community</b>	Demonstrates understanding of the sector and the work of other relevant organisations
<b>Personal Attributes</b>	
<b>Client Focused</b>	<ul style="list-style-type: none"> <li>• Prioritises needs of clients</li> <li>• Aims for best outcomes for clients</li> <li>• Is outcome focused</li> <li>• Follows through with commitments</li> </ul>
<b>Collaborative</b>	<ul style="list-style-type: none"> <li>• Treats colleagues with respect and compassion</li> <li>• Gives feedback in a timely and respectful way</li> <li>• Works with others to achieve common goals</li> <li>• Engenders a spirit of teamwork</li> <li>• Inspires trust</li> </ul>
<b>Creative and Innovative</b>	<ul style="list-style-type: none"> <li>• Finds ways to work more efficiently and effectively</li> <li>• Generates options and ideas for consumers' individual needs as well as for program design and continuous improvement</li> <li>• Is open to change and alternatives</li> </ul>
<b>Analytical</b>	<ul style="list-style-type: none"> <li>• Reviews evidence and opinions before making judgements and decisions</li> <li>• Presents clear and logical arguments</li> <li>• Takes a systematic approach when building toward improvements</li> </ul>
<b>Determined</b>	<ul style="list-style-type: none"> <li>• Research options and sets a clear path</li> <li>• Deals with obstacles and impediments</li> <li>• Has clear goals</li> </ul>

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**Employment Screening**

Appointments within MSL are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus, character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared.

Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

**Required screening**

<input checked="" type="checkbox"/>	Police Check	<input checked="" type="checkbox"/>	International Police Check
<input type="checkbox"/>	WWVP (ACT/TAS)	<input checked="" type="checkbox"/>	WWCC
<input checked="" type="checkbox"/>	Right to work in Australia	<input checked="" type="checkbox"/>	NDISWC
		<input type="checkbox"/>	Other

**Acknowledgment**

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements.

I have been made aware how to access MSL policies and procedures for future reference.

I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People & Culture representative.

<i>Signed Employee</i>	<i>Date</i>
<i>Signed Manager</i>	<i>Date</i>

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