



Position Description

CONTINENCE FOUNDATION OF AUSTRALIA

Suite 1, 407 Canterbury Rd Surrey Hills VIC 3127 • www.continenace.org.au

Position Title:	Senior Clinical Services Lead
Location:	National Office, Suite 1, 407 Canterbury Road, Surrey Hills, VIC 3127
Reports To:	Clinical Services Manager
Direct Reports:	Clinical Staff based at the National Office
Employment Status:	Full time
Award/Grade:	TBA

1. Purpose of Position (briefly describe overall purpose of role)

The Continence Foundation of Australia's (the Foundation's):

Vision: An Australian community free of the stigma and restrictions of incontinence

Mission: Representing and advocating for Australians affected by, or at risk of bladder and bowel control problems and pelvic floor dysfunction.

Serving all Australians by:

- Working with consumers, professionals, industry and government
- Facilitating access to continence support services through advocacy
- Promoting evidence-based information and advice
- Building the capacity and capability of the workforce
- Supporting research to achieve the Foundation's objectives

The purpose of the role of the Senior Clinical Services Lead is to:

- Support all aspects of the Foundation with current, evidence based, best practice advice, education and information related to continence, and bladder and bowel control health
- Support the Foundation's programs and projects by providing clinical expertise and clinical guidance
- Support the Clinical Services Manager in providing clinical leadership and the day-to-day management of the National Continence Helpline and the telehealth/disability clinical services to enable safe, high quality and effective consumer care
- Work collaboratively with all Foundation's staff to aid the achievement of the Foundation's vision and mission

2. Key Selection Criteria

- Registered Nurse or Physiotherapist with post graduate qualifications and experience in continence assessment, management and care
- High level of expertise in continence assessment, management, care and promotion
- Dedication to continuous professional development with a focus on continence knowledge enhancement
- Strong communication skills – interpersonal, written and verbal
- Ability to manage complex and time sensitive issues
- Understanding of patient centred care and partnering with consumers principles
- Strong leadership and team management skills

3. Key responsibilities and performance indicators

Key Responsibilities	Tasks	Performance Indicators
Clinical Expertise:		
Supports all aspects of the Foundation with clinical expertise	Clinical expertise is provided	Foundation requirements are met
Participates in the reviews of current materials across all platforms of the Foundation to ensure materials/information is evidence based and best practice	The Foundation's materials have clinical expertise input and review	Materials are reviewed in a timely and efficient manner
Maintains and enhances knowledge in relevant clinical areas including continence assessment, management, care, promotion and prevention	Undertakes continuous professional development that is self-initiated and in appropriate areas to enhance skills and knowledge	Appropriate and clinically sound information that is evidence based and best practice is used in any activities
Actively seeks out information to enhance the clinical services and resources of the Foundation and to be a resource for the Foundation	Follows up on service, information and resources for the Foundation	The services, information and resources for the Foundation are current and relevant
Clinical Services Management		
Provides clinical leadership to clinical staff so safe, high quality and effective consumer care is provided	Provides clinical direction so clinical staff are clear on their roles, responsibilities and expectations in the provision of consumer care	Clinical services provided are safe, high quality and effective as measured by satisfaction surveys and consumer feedback and reflected in clinical audits and clinical supervision

3. Key responsibilities and performance indicators		
Key Responsibilities	Tasks	Performance Indicators
Supports the management of clinical services with a supportive and effective team environment	Supports the Clinical Services Manager in the day-to-day management of the clinical services. Acts as a resource to staff	Clinical services are well organised, punctual and within budget. Staff feel supported and engaged
Supports the professional development and growth of clinical staff	Supports the Clinical Services Manager to ensure regular performance reviews, clinical supervision, case conference reviews, peer reviews, and educational access or learning opportunities are undertaken by the Clinical Services staff	Clinical staff show relevant clinical development, with high level of engagement. Clinical supervision and clinical documentation audits demonstrate the provision of current, best practice and evidence based information provision
Ensures relevant policies and procedures are followed related to human resources, work health and safety, and clinical services for the safety and benefit of staff and consumers	Relevant policies and procedures are highlighted and reinforced to staff. Any incident, accidents, complaints or feedback are efficient and effectively acknowledged and addressed	Relevant policies and procedures are adhered to by staff. Staff and consumer safety is optimised and any issues that arise are managed and documented appropriately
Communication:		
Represents the Foundation in a positive and professional manner at all times, including with government departments as appropriate	Contact with consumers and health professionals is courteous and professional	Positive feedback is received from consumers and professionals, either directly or through satisfaction surveys
Liaises and maintains appropriate relationships with key stakeholders and relevant parties to aid the Foundation's activities and the provision of safe and high quality continence care and information	Professional contact is achieved and maintained with key stakeholder and relevant parties to aid continence care and information	Appropriate relationships with key stakeholders and relevant parties are maintained
Engages and contributes to relevant meetings and feeds back to colleagues as appropriate	Acts as a representative for the Foundation. Provides input into relevant meetings to aid the development of continence care and information and/or the Foundation	Continence care and information is professionally presented with a good flow of communication as indicated in relevant meeting minutes
Skills, Attributes and Requirements		

3. Key responsibilities and performance indicators		
Key Responsibilities	Tasks	Performance Indicators
Develops and delivers educational information/programs, as relevant and required, on continence related topics	Educational opportunities are addressed through the production of safe and high quality presentations/information	Educational information is presented, that is evidence based and best practice, with positive feedback received from the target audience
Helps to guide the collaborative development of continence related health resources and information	Provides clinical input into the development of information and resources	Clinical input, that is evidence based and best practice, is provided for the Foundation's health promotion activities, resources and information
Provides support to relevant projects in collaboration with the Foundation's programs	Undertakes relevant projects that enhance the Foundation and reflect its mission and vision	Relevant projects completed successfully that are evidence based and best practice
Participates in continuous quality improvement activities	Continuous quality improvement activities are undertaken	Audits and satisfaction survey outcomes are addressed to improve safety and quality of continence information
Meets the mandatory requirements of registration as Registered Nurse or Physiotherapist 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	Undertakes continuous professional development to maintain current registration that is reflected in Performance Development Plan	Continuous professional development is including in Performance Development Plan
Achieves the outcomes as agreed in Performance Development Plan	Actively addresses the set goals/objectives/development set in the Performance Development Plan	Performance Development Plan outcomes are achieved

4. Knowledge, Skill and Experience Requirements	
Education/Qualifications	<ul style="list-style-type: none"> Registered Nurse or Physiotherapist Current AHPRA registration Post Graduate Qualifications in continence care/promotion/management
Experience	<ul style="list-style-type: none"> Minimum five years post registration clinical nursing or physiotherapist experience Minimum three years clinical continence nursing or physiotherapy experience (recent - within past year/current), and/or minimum 12 months clinical continence nursing or physiotherapy experience following completion of continence related post-graduate qualification

4. Knowledge, Skill and Experience Requirements

Desirable	<ul style="list-style-type: none">• Previous continence experience working across multiple age groups within the primary and/or community health sector• Experience in managing clinical staff• Experience in the aged care and/or disability sectors• Current Certificate IV in Workplace Assessment and Training• Experience in the development and delivery of education information/programs for consumers and health professionals
Skills	<ul style="list-style-type: none">• High level verbal and written communication skills• Proven interpersonal and people skills• Ability to establish and maintain sustainable working relationships• Highly organised with the ability to undertake a structured approach to tasks• Ability to work autonomously as well as within a team environment• Able to prioritise workload and work well under pressure• High level of accuracy, and attention to detail• Strong computer literacy and skills including Microsoft Office• Current driver's license (as relevant to role)• Current police and working with children check or willing to obtain (as relevant to role)

5. Workplace Health and Safety

The Successful Candidate is responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control.
- Active participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.

6. Quality Management

The Successful Candidate is responsible and accountable for:

- **Familiarity and compliance with all the Company's Policies.**
- **Active participation in training activities associated with Company Policies**
- **Supporting the Continence Foundation's commitment to quality improvement and**
- **Contributing to the achievement of contractual deliverables.**
- **Driving clinical audit processes**

- **Managing incident and complaint management process as per policies and procedures**

This position description has been designed to indicate the general nature and level of work performed by workers within this position. It is not designed to contain or be interpreted as a total inventory of all duties, and responsibilities that may be required of workers assigned to the role.

I	<input type="text"/>
	<i>(Applicant's Name)</i>
hereby understand and accept the conditions of the position description as detailed herein for the position of	<input type="text"/>
	<i>(Position)</i>
Applicant's signature	<input type="text"/>
Date	<input type="text"/>