



Palliative Approach Linkage Officer Location: Dubbo

Thank you for your enquiry.

This Information Pack is designed to inform you about the organisation and the role, identify the selection criteria we will be using to select the right candidates, and explain the application process. If you have any questions about this position after you have read this document, please contact **Alison Stoker on 0437 796 352**.

The Western NSW Primary Health Network (WNSW PHN) is an independent, not-for-profit organisation funded by the Commonwealth Department of Health and plays a pivotal role in supporting GP General Practice and Primary Health Care services to better meet the health needs of the community and patients. WNSW PHN is an agile and high performing organisation that responds to the identified needs of the community, Commonwealth and State health policy, and the development needs of primary health care providers.

The WNSW PHN works with a range of primary health care oriented councils and clinical service providers to plan and fund programs based on the health needs of the region in order to better connect local health services to meet local health needs.

Position Advertisement

Palliative Approach Linkage Officer Location: Dubbo

Part Time maximum term contract until 30 June 2021

About Western Health Alliance Ltd (WHAL) trading as Western NSW Primary Health Network (WNSW PHN)

The WNSW PHN is one of 31 Primary Health Networks across Australia established by the Australian Government to support frontline health and wellbeing services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time. To achieve this, we work closely with general practice, Aboriginal Medical Services and other health care providers, Local Health Districts, non-government organisations and the broader community.

The Role

Western NSW Primary Health Network (WNSW PHN) is currently seeking a motivated individual who has a passion for primary healthcare and community wellbeing to join our Commissioned Services and Strategic Projects team as Palliative Approach Linkage Officer.

The Palliative Approach Linkage Officer (PALO) is responsible for providing education and mentoring to support the implementation of a Palliative Approach Framework within those General Practices (GPs), Residential Aged Care Facilities (RACFs), remote Health Services and Multipurpose Services (MPSs) selected as pilot sites in the Greater Choice for At Home Palliative Care Measure (GCfAHPC) Shared Health and Advance care Record for End of life choices (SHARE) project pilot.

The implementation of the Palliative Approach Framework aims to build capacity in the pilot site facilities to provide quality palliative and end of life care to patients who are identified as being in the deteriorating or terminal palliative care phase. Strategically, the role will adopt a system's approach looking at and addressing issues that are potential barriers or enablers in each pilot site to the provision of quality palliative and end of life care, including those factors that impact the ability for patients to remain at home, in the RACF or MPS to die.

The implementation will also involve the provision of mentoring, education and support to build General Practice, RACF, remote Health Service and MPS staff capacity to provide quality palliative and end of life care. This will include but is not limited to improving staff skills in identification and assessment of patients requiring a palliative approach, communication, advance care planning, anticipatory planning and symptom management.

WNSW PHN has a strong focus and commitment to addressing Aboriginal health inequality across the region and your commitment to the values of improving Aboriginal outcomes is highly valued.

The position will be located in our Dubbo office.

Benefits to working with WHAL

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

- Generous salary packaging options up to \$18,450 per year
- Professional development allowance and leave
- Family friendly and flexible working arrangements
- Supportive team environment
- Collaboration with passionate likeminded professionals
- 5 weeks annual leave
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Additional leave between the Christmas and New Year period
- 6 weeks paid parental leave
- Opportunities to be innovative
- Free Employment Assistance Program

How to apply

For an outline of responsibilities, position description, selection criteria and information on how to apply, please refer to the Employment tab in the 'About Us' section of our website www.wnswphn.org.au/about-us/employment

PLEASE NOTE:

As part of your application, you must provide a separate statement addressing each of the selection criteria as well as your resume. If you do not provide these two documents, your application will automatically not be accepted.

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

Applications should be submitted via email (by the closing date and time) to:
hr@wnswphn.org.au

For enquiries regarding this role, please contact Alison Stoker (Program Manager – Chronic Disease) on 0437 796 352.

Applications close 11.59pm 26 August 2020.

Guidelines for Applicants

These guidelines aim to assist you in submitting applications for advertised vacancies with the Western NSW PHN.

Applying for a position

The following may assist you in preparing your application:

- Obtain and carefully read the Information Package for the position of interest.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If you need to, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate your skills, experience, knowledge and ability against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response to no more than two pages, plus your Resume/Curriculum Vitae (CV).
- Be aware of the closing date and where and how to lodge your application (for details see below). If, for any reason you cannot submit your application by the

closing date, you should ring the contact officer to see if a late application will be accepted.

- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc.) to assist you to attend an interview, please discuss these with the contact officer when the interview is being arranged.

What you need to include in your application

The WNSW PHN uses a streamlined approach to recruitment. All applications require:

1. A cover letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document)
3. Resume/Curriculum Vitae (CV) that should include information about:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. a summary of your skills
 - e. professional memberships
 - f. the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

Submitting your application

Applications should be submitted via email hr@wnswphn.org.au

Position Description

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| Position Title: | Palliative Approach Linkage Officer |
| Position Location: | Dubbo |
| Position Reports To: | Program Manager Chronic Disease |
| Portfolio: | Integration & Services |
| Contract Type: | Maximum Term Part Time. 0.6 FTE to 30 June 2021 |
| Industrial Instrument: | Western Health Alliance Limited Enterprise Agreement 2017 |
| Position Classification: | Teams Leaders and Managers: Level 4, Grade 1 |
| Delegated Authority: | As defined in the Delegations Policy |

Position Purpose

The Palliative Approach Linkage Officer (PALO) is responsible for providing education and mentoring to support the implementation of a Palliative Approach Framework within those General Practices (GPs), Residential Aged Care Facilities (RACFs), remote Health Services and Multipurpose Services (MPSs) selected as pilot sites in the Greater Choice for At Home Palliative Care Measure (GCfAHPC) Shared Health and Advance care Record for End of life choices (SHARE) project pilot.

The implementation of the Palliative Approach Framework aims to build capacity in the pilot site facilities to provide quality palliative and end of life care to patients who are identified as being in the deteriorating or terminal palliative care phase. Strategically, the role will adopt a system's approach looking at and addressing issues that are potential barriers or enablers in each pilot site to the provision of quality palliative and end of life care, including those factors that impact the ability for patients to remain at home, in the RACF or MPS to die.

The implementation will also involve the provision of mentoring, education and support to build General Practice, RACF, remote Health Service and MPS staff capacity to provide quality palliative and end of life care. This will include but is not limited to improving staff skills in identification and assessment of patients requiring a palliative approach, communication, advance care planning, anticipatory planning and symptom management.

Key Responsibilities:

Organisational commitment

The WNSW PHN is strategically focused on improving health outcomes for Aboriginal and Torres Strait Islander people living and connected to our region and plays a leadership role in transitioning the primary health care system through the development of culturally safe models of care, ensuring access to quality health care and commissioned services. WNSW PHN recognises Aboriginal people as the original inhabitants of Australia and as the Traditional Custodians of the land. We encourage and promote a culture of diversity within our workforce. To continue to improve the way we work with Aboriginal communities, we encourage recruitment of local Aboriginal and Torres Strait Islander people within the region to add their voice to achieve health goals and priorities for our communities.

1. SHARE (Shared Health and Advance Care Record for End of life choices) Project Implementation

The PALO will:

- Lead the implementation of SHARE Project within General Practices and a RACF pilot sites within the Dubbo LGA.
- Work with the PHN Project Manager Chronic Disease, PHN Palliative Approach Project Officers, PHN Practice Support Officers, PHN Digital Health Officers, LHD Specialist Palliative Care Teams and other key stakeholders as required.
- During the planning phase:
 - engage with local stakeholders at the pilot sites
 - coordinate a clinician survey to assess the education and training needs of the staff at each pilot site
 - undertake baseline clinical audits at the pilot site
- During the implementation phase:
 - implement the electronic Palliative Approach Framework (ePAF) web resource centre and shared locality record at the pilot site
 - implement a formal education and training program and undertake informal mentoring for the clinical staff at the pilot site
 - ensure an on-site presence at the pilot sites
- During the evaluation and sustainability phases:
 - undertake an evaluation of the educational impact of the SHARE project by repeating and evaluating the clinician education survey
 - Provide guidance to the pilot site staff to undertake an evaluation of the clinical impact of the SHARE project by repeating and evaluating the clinical audit
 - work with the pilot site to develop and implement local sustainability activities
- Provide regular verbal and written reports regarding the progress of the SHARE project as requested
- Attend and participate in SHARE project meetings, governance committee meetings and other meetings as requested
- Assist the digital support team with the implementation and success of the Integrated Real Time Active Data (iRAD) project in general practices, Dubbo Pilot Sites and the Local Health District within the Dubbo LGA.

2. Training, Mentoring and Support

The PALO will mentor, educate and support practices/ and the pilot site staff to use the ePAF to assist them to:

- Assess and identify patients/residents requiring a palliative approach to care
- Develop a plan of care with other team members including the patient/resident's GP
- Ensure the implementation of advance care planning (ACP) processes that determine and reflect the wishes of the patient/resident and/or person responsible
- Ensure the availability and provision of written information to patients/residents and family regarding ACP
- Promote a dignified environment for the provision of end of life care and ensure all necessary clinical and comfort equipment is available
- Ensure anticipatory planning measures are in place if required (e.g. end of life care / crisis medications and orders for pain and symptom management)

- Collaborate with other team members and GPs in implementing a care plan for the last days of life when the patient/resident enters the terminal palliative care phase
- In RACF / remote Health Service / MPS pilot sites: Develop internal systems to ensure 24/7 RN availability for patients/residents in the terminal phase on a care plan for the last days of life
- Develop and utilise local referral pathways to Specialist Palliative Care Services for patients/residents with complex palliative care needs
- Support the family, other patients/residents and staff when the patient/resident is in the deteriorating / terminal phase, and when patient/resident dies
- Work with GP and the pilot site's Quality Manager, and Nurse Educator to evaluate patient/resident outcomes through audit (including after death audit) and clinical case review.

3. Communication

The PALO will mentor, educate and support practices/ and the facility and their staff to use the ePAF to assist them to:

- Develop and utilise effective communication and interpersonal skills
- Communicate and engage with key stakeholders including but not limited to other RACF/MPS staff, GPs, Specialist Palliative Care teams, Pharmacists, Ambulance and others throughout the implementation of the Palliative Approach to Care
- Support the pilot site staff to initiate and coordinate individual conversations / family meetings / case conferences with patients/residents, family, GP and other relevant Multi-Disciplinary Team (MDT) members
- Ensure processes are in place for patients/residents / Person Responsible preferences and choices to be elicited and documented and shared with other health professionals as appropriate
- Support the pilot site staff. Have increased confidence in initiating open, honest and sensitive communication with patients/residents (where possible) and family
- Advocate for and promote patient/resident access to quality palliative and end of life care

4. Documentation and Administration

The PALO will mentor, educate and support practice/ and the facility and their staff to use the PAF and ePAF to assist them to:

- To develop a holistic end of life plan of care with the patient/resident (where possible), family and GP
- Utilise the Palliative Approach framework, toolkit and resources to ensure that relevant documentation and procedures are in place that are appropriate to the patients/resident's phase
- Ensure ePAF shared locality record is documented and in place to support the patients/resident's plan for end of life care, and is easily accessible for all clinicians providing direct patient care

- Use the ePAF to enhance the provision of accurate and reliable data to improve patient care, to develop clinical services and to support other professional and legal requirements.

5. Teamwork

The PALO will mentor, educate and support practice/facilities and their staff to use the PAF and ePAF to assist them to:

- Initiate effective and timely communication and engagement with patients/residents, families, and the full clinical multi-disciplinary team members to ensure the patient/resident receives the appropriate care in the appropriate setting
- Develop increasing competence and confidence in the level of care provided commensurate with their abilities and scope of practice
- Utilise and refer to the Specialist Palliative Care Team for advice regarding complex palliative care cases
- Work collaboratively on Quality Activities related to palliative and end of life care including regular evaluation of the role of the Palliative Approach Linkage Officer, patient/resident outcomes and practice/facility key performance indicators.

6. Own Professional / Personal Development

The PALO will:

- Continue to develop their own knowledge and skill base in palliative and end of life care by undertaking continuing professional development
- Evaluate their own practice through formal appraisal, reflective practice and case review
- Attend training and development programs in work and out of working hours if required
- Attend and participate in work and out-of-hours meetings and functions as required
- Actively participate in staff development activities
- Identify and participate in continuous quality improvement opportunities
- Actively participate in annual performance planning and review activities.

| Competence Framework (refer to WHAL Competency Framework): | |
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| Core Competencies | Role Requirement Level |
| Analytical Thinking | (1) Understands all the components of a problem |
| Initiative | (1) Persists against barriers and obstacles |
| Customer Focus | (2) Maintains clear communication with customers |
| Learning Orientation | (1) Maintains up to date working knowledge |
| Results Focus | (2) Works to achieve a standard of results which are challenging |
| Teamwork and Co-operation | (2) Proactively shares information |
| Direction Setting | (1) Aligns current activities with strategy |
| Influencing and Negotiation | (2) Persuades others with facts |
| Conceptual Thinking | (1) Uses common-sense to improve current results |
| Judgement & Decisiveness | (1) Makes effective decisions involving established processes |
| Planning & Co-ordinating | (2) Organises plans and schedules own work, suggests and implements improvements work processes |

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| Developing Others | (2) Provides specific on-the-job coaching and support to achieve short to medium term goals |
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General Responsibilities:

- Demonstrate a commitment to WNSW PHN's vision and values.
- Respect confidentiality in line with the Privacy Act 1988 and related policies and procedures.
- Be aware of and adhere to WNSW PHN's policies and procedures.
- Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary any untoward accident, incident or potentially hazardous environment.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend and participate in out-of-hours meetings and functions as required.
- Actively participate in staff development activities.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment utilised in the office.
- Undertake other duties commensurate with the role as required.

Selection Criteria:

Essential

- Demonstrated understanding of Aboriginal culture including a commitment to cultural safety.
- Registered Nurse with Australian Health Practitioner Regulation Agency (AHPRA), 5th year or thereafter.
- Demonstrated interest in Palliative Care / Palliative Approach to Care.
- An understanding of Cultural Safety and commitment to WHAL Cultural Safety Framework.
- Demonstrated interpersonal, communication (oral and written) and negotiation skills and the ability to develop rapport and build relationships with various stakeholders in a culturally diverse environment with a range of organisations and health professionals.
- Demonstrated ability to advocate for the best interests and wishes of the patient/resident and their family, alignment with the philosophy of patient/resident focused care which supports dignity, independence and informed, collaborative decision making.
- Demonstrated problem-solving and conflict management skills.

- Demonstrated ability to work independently and as part of a team.
- Demonstrated ability to monitor and evaluate patient/resident outcomes.
- Knowledge, skills and experience in using a range of information communication technology (ICT) software applications and hardware.

Desirable

- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.
- Demonstrated understanding of the challenges of providing healthcare services in regional, rural and remote Australia.
- Knowledge, skills and experience in project management.

Special Conditions:

- Conditions of employment are governed by the industrial instrument specified in the first table, the Fair Work Act 2009, National Employment Standards, Western Health Alliance Limited Employment Contract and WNSW PHN policies and procedures.
- Out of hours work, on evenings and/or weekends, may be required from time to time for which flexible working hours may be negotiated with your Manager.
- Travel, including overnight stays, across the region within the WNSW PHN's boundary may be necessary from time to time. Occasional intrastate and/or interstate travel may also be required.

Appointment Prerequisites:

- Verification of eligibility to lawfully work in Australia. You must be an Australian or New Zealand Citizen, a Permanent Resident of Australia or possess a valid Australian Working Visa to be employed by WNSW PHN.
- Certification of tertiary qualifications and professional membership (if applicable to role).
- Verification of current NSW Drivers Licence.
- Verification of comprehensively insured motor vehicle (if applicable to role).
- National Police check.
- Working with Children check (if applicable to role).