



<b>Position title</b>	Comprehensive Palliative Care in Aged Care Project Officer (Registered Nurse Grade 4)
<b>Work Location</b>	1836 Sturt St, Alfredton
<b>Employment type</b>	<b>Full time (76 hours/fortnight)</b>
<b>Duration</b>	Approximately 11 months (no longer than 30/06/2025)
<b>Position reports to</b>	Strategic Projects and Research Manager
<b>Date approved</b>	July 2024

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### Organisational Environment

Ballarat Hospice Care Inc. (BHCI) is a home-based palliative care service; caring for people living with a life limiting illness and supporting their family and carers in their place of residence. We are a team of specialist palliative care nurses, supportive care advisors, patient and family support volunteers and compassionate administrative staff. We work closely with GPs, local hospitals, specialist doctors, nursing and community services – all to meet the varying and individual needs of the people we care for including 24hr support and loan of equipment without direct cost to the patient or family. We also offer education to carers and patients and to health and community services and community groups. We cover the Hepburn Shire, City of Ballarat, the northern end of the Golden Plains Shire and the western end of Moorabool Shire.

Our palliative care philosophy is that death is a normal and expected part of life. The model of care incorporates physical, spiritual, social and emotional support; including grief and bereavement support for a period of 13 months, as endorsed by the *National Bereavement Standards*. BHCI is an inclusive organisation and undertakes accreditation in accordance with QIP and Rainbow ✓ quality standards.

As an incorporated organisation we work under the Incorporations Act and hold a Service Agreement with the Department of Health and Human Services Victoria. BHCI works within the frameworks of Safer Care Victoria (SCV) as the state's healthcare quality and safety improvement agency. We operate the Ballarat Hospice Care Op Shop, which is supported by volunteers. BHCI is a flexible workplace and values investment in development of students, research and learning.

### Vision

To offer our community a specialist palliative care service focused on end of life issues and care

### Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of Home-Based, holistic palliative care, to anyone facing end of life issues

### Values



## Position Purpose

Ballarat Hospice Care has received a one-off grant from the Victorian Department of Health as part of the Comprehensive Palliative Care in Aged Care Project (CPCiAC).

This grant funds a collaborative project between Ballarat Hospice Care, the Grampians Regional Palliative Care Team (Grampians Health), and the Grampians Region Palliative Care Consortium. The project's objective is to build on the learnings and outcomes from the Comprehensive Palliative Care in Aged Care Project 2023/24. Working together with GRPCT and GRPCC, we aim to implement these outcomes in residential aged care facilities within the Ballarat Hospice Care service area as a priority and across the Grampians region. This effort seeks to strengthen comprehensive palliative care delivery for aged care residents by enhancing the capacity of the aged care workforce and enabling access to specialist palliative care for residents with complex palliative care needs. This role will contribute to the implementation of this project.

## Scope

The Project Officer CPCiAC will implement the project plan, focussing on (but not limited to) the implementation of outcomes from the 2023/24 Comprehensive Palliative Care in Aged Care Project in the Ballarat Hospice Care service area as a priority and across the Grampians region, as well as develop and deliver palliative care training to residential aged care palliative care champions across the Grampians region.

The Project Officer CPCiAC will work closely with the Strategic Projects and Research Manager as well as with external stakeholders of the project, in particular with staff in residential aged care facilities participating in this project and the project steering committee.

## Key Responsibilities

1. Demonstrate and uphold the values of BHCI through professional attributes and behaviours.
2. Demonstrate and uphold the values of BHCI through professional attributes and behaviours.
3. Implement existing project plan with the identified tasks while adhering to timelines and delivering identified outcomes.
4. Demonstrate high-level communication skills and effectively engage with internal and external stakeholders.
5. Support program evaluation

### Key Responsibility 1

#### **Demonstrate and uphold the values of BHCI through professional attributes and behaviours**

- Demonstrate and uphold the values of BHCI through professional attributes and behaviours
- To embrace the mission, values and philosophy of BHCI and use these principles as the basis of work practice
- Proactively contribute to professional attributes and behaviours (please see over)
- Ensures the provision of service complies with the policies and procedures of BHCI
- Effective and efficient management of own workload to include opportunities for research and quality improvement.

### Key Responsibility 2

#### **Demonstrate cultural appropriateness**

- Demonstrate cultural appropriateness and respect for diversity
- Demonstrate a positive regard for diverse cultures, genders, sexual orientation and person-centred care
- Respond to all people in a non-judgemental, inclusive and supportive manner
- Demonstrate awareness of the relationship between culture, diversity, health beliefs, and health seeking behaviour
- Participate in education specific to cultural diversity, cultural safety, LGBTIQ+ inclusivity and the inclusion of minority groups regardless of how they identify

### Key Responsibility 3

#### **Implement existing project plan with the identified tasks while adhering to timelines and delivering identified outcomes**

- In a collaborative approach, develop and deliver high-level residential aged care palliative care champion education and training taking into account the outcomes of the 2023/24 CPCiAC project
- Develop concept for palliative care champion community of practice
- Implement CPCiAC Project 2023/24 model for the systematic identification of and response to palliative care needs at the residential aged care facilities in the Ballarat Hospice Care service area (priority) and across the Grampians region
- Through Needs Rounds, deliver high-level education and training to staff in residential aged care facilities (registered Nurses, Enrolled Nurses, Personal Care Assistants) with the aim to empower staff to deliver generalist palliative care, recognise specialist palliative care, and promote referral pathways to specialist palliative care support and other external supports.
- Review new palliative care resources for aged care and assess in accordance with pre-defined selection criteria to support maintenance of ACPC website
- Maintain accurate records of data and safeguarding the confidentiality of participating organisations and participants
- Report to and collaborate with the project steering committee
- Demonstrate strong organisational and time management skills

#### **Key Responsibility 4**

##### **Demonstrate high-level communication skills and effectively engage with internal and external stakeholders**

- Clear, concise verbal and written communications
- Demonstrate the ability to accurately articulate concepts, ideas and feedback
- Timely follow up to voice mail, email and customer inquiries
- Responsive attitude toward colleagues and managers

#### **Key Responsibility 5**

##### **Support program evaluation**

- Contribute to the evaluation of project implementation and effectiveness

## **For all BHCI team members:**

### **Occupational Health and Safety**

- BHCI acknowledges its responsibility under the OHS Act 2004 and the OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a member of the team you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

### **Privacy and Confidentiality**

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and / or care professional providing care / service.
- Awareness of the implications of the Australian Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protect Act 2014 (Vic)) and Health Privacy Principles (Health Records Act 2001 (Vic)).

### **Professional Attributes and Behaviours:**

- **Teamwork**
  - committed to sustaining a positive and trusting team culture
  - proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care
  - willing to work collaboratively with all team members and willing to share information with colleagues
  - open and honest communication with all team members
  - willing to negotiate positive outcomes with all team members
  - willing to develop new skills and knowledge rapidly
- **Motivation**
  - demonstrates a confident, optimistic and proactive mindset
  - takes ownership of own job and actively considers the consequences of their actions and the decisions they make
  - demonstrates commitment to the team, is willing to share responsibility for the team's goals & objectives
- **Workplace Integrity**
  - demonstrate ongoing commitment to the Vision and Mission of BHCI
  - preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness
  - treating the workplace environment, other staff and contractors with respect
  - dealing with confidential and sensitive information in a professional manner

### **Workplace Responsibilities**

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to: discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and or abuse and children, parents and carers.
- All staff and volunteers work within a Risk Management Culture and report Adverse Events, Near Misses and Incidents as they are identified or arise.

## Key Selection Criteria

1. Significant understanding of, and demonstrated commitment and energy for, the objectives and values of BHCI in context of a diverse and welcoming community
2. Commitment to the promotion of palliative care, a holistic approach to palliative care, the delivery of patient-centred care and the strive for equity in the provision of palliative care
3. Demonstrated ability to work effectively, efficiently, and collaboratively, both independently and as part of a team.
4. Demonstrated ability and motivation to deliver education on new processes and tools, and implement and drive change.
5. Demonstrated understanding of the concept and importance of empowering others to build capacity within a workforce that is under-resourced.
6. Ability to adapt to the specific needs of project participants and changing situations, and the willingness to be flexible and customer focused in order to work around those needs and any challenges or barriers.
7. Exceptional interpersonal and communication skills with demonstrated experience in successfully developing and maintaining collaborative partnerships at all organisational levels and with a wide range of external stakeholders.
8. Highly developed administration and organisation skills.

## Qualifications and experience

A combination (or equivalent) of the following:

- Division 1 Nurse
- Experience as a specialist palliative care nurse
- Experience in the aged care sector
- Experience as an educator
- Experience working within a project implementation environment

## Also required – current and ongoing maintenance

- Current Police and Working with Children Check
- Current COVID and flu vaccinations
- Current Driver License

## Other relevant information:

- The CEO may amend this position description if required. Any changes will be made in consultation with the.
- Appointment will be subject to a three-month probationary period from the date of commencement and a Performance Review will occur three (3) months following, then annually considering the key roles and responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

CEO Signature \_\_\_\_\_

Date \_\_\_\_\_