

Position Description

Position Title:	Melanoma Nurse Counsellor
Position ID:	MPAPD0009
Position Location:	Virtual Office Flexible Work Arrangements / Occasional Travel Inter/Intra State
Reporting To:	Melanoma Telehealth Nurse Manager
Direct Reports:	Nil
Other Contacts:	Regular contact with MPA staff, volunteers and Board Members Contact with relevant industry, community groups, & suppliers
Relevant Award:	Nurses Award 2010 - MA000034
Relevant Award Level:	Registered nurse—Level 3 (RN3) for work level/type classification only).
FTE Allocation:	1 FTE – opportunity for full or part time dependent on applicant pool (Flexible work arrangements)

ORGANISATIONAL PURPOSE AND VISION

Our Purpose is to support, connect and advocate for Australians affected by melanoma and work towards its prevention

Our Vision is to create a world where no one affected by melanoma walks alone

POSITION OVERVIEW

The Melanoma Nurse Counsellor works with the Melanoma Telehealth Nursing Manager and the wider Melanoma Patients Australia team to deliver high-quality counselling services, tailored specifically to address the needs of patients and caregivers affected by melanoma. The role is intended to optimise the care and emotional health outcomes for patients, caregivers (or carers) and family members receiving support from Melanoma Patients Australia. This service contributes significantly to the overall support and care provided by the multidisciplinary Melanoma Patients Australia team.

NOTE: This position is not authorised to provide medical treatment or medical advice.

The role covers a number of areas, including but not limited to:

Support Services

- Deliver telehealth counselling services (phone and video) that are high quality and provide timely, effective outcomes for patients impacted by melanoma (emotional support and wellbeing, information and advocacy) across the Optimal Care Pathway.
- Provide therapeutic counselling interventions and emotional support to clients including: acknowledgement, reassurance, validation, and active listening pertaining to emotions.
- Identify situations requiring escalation of care and facilitates appropriate action through established clinical pathways and collaboration with relevant healthcare providers.
- Empower clients, their families and carers to work with their healthcare team to make informed choices about the treatment and management of their melanoma cancer.
- Address supportive care needs, offering referral pathways for patients/carers to appropriate supportive care within Australia or internally at Melanoma Patients Australia.
- Participate in delivering telephone and virtual/video support groups.
- Contribute to relevant supportive care resources including brochures, information, and newsletters.
- Provide an 'alert service' in relation to opportunities for clients to participate in medical research and client feedback initiatives.
- Participate in data collection, health outcomes reporting, program evaluation and continuous improvement.
- Other projects and tasks as directed.

Documentation, Records, Reporting and Data

- Create accurate records in relation to each and every interaction with clients.
- Ensure records are consistent with relevant confidentiality requirements
- Obtain information from patients and carers to maintain the Melanoma Patients Australia minimum dataset
- Contribute to reporting requirements & preparations of reports

Client Services, Partnerships & Promotion

- Work with the team and other staff to ensure the provision of a consistent approach in service delivery
- Attend industry meetings / events and community outreach engagements as requested
- Promote Melanoma Patients Australia's services in the broader Health Community as opportunities present themselves
- Represent and promote Melanoma Patients Australia at events, meetings and conferences when applicable
- Participate driving referrals and advocating for the service to relevant stakeholders and consumers when applicable
- Domestic travel may be required on occasion to fulfil partnerships and service promotional requirements

Learning and Professional Development

- Remain engaged with networks to stimulate innovation and keep up to date with best practice in telehealth nursing, cancer nursing, telehealth counselling and melanoma diagnosis, treatment and supportive care
- Be proactive in seeking learning and professional development opportunities.
- Ensure qualification are current, undertake further academic studies relevant to the role where opportunities present

Health and Safety

- Actively contribute to health and safety at Melanoma Patients Australia by being aware of health and safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace
- Take reasonable care for your own health and safety and for the health and safety of other team members and volunteers
- Promote a positive safety culture by contributing to health and safety consultation and communication, and through active participation in the reporting of hazards, incidents and near misses.
- Inform your Line Manager of any issues that arise which may impact your ability to safely perform your role

Code of Conduct

- The Code of Conduct Policy applies to all staff, volunteers, Board Members and contractors and sets out the minimum standards of behaviour and conduct required at Melanoma Patients Australia. Melanoma Patients Australia expects every person to behave in a professional manner at all times giving consideration to individual differences including culture and diversity

Other Policies and Procedures

- Staff, volunteers, Board Members and contractors are expected to comply with Melanoma Patients Australia's policies and procedures at all times.

CORE COMPETENCIES

Knowledge	<ul style="list-style-type: none"> Clear understanding of strengths based and person-centred approaches in supporting people affected by cancer A high level of understanding of the impact of a life-threatening illness on people with a diagnosis of cancer and on their family and friends Demonstrated ability to engage and provide support to people affected by a life-threatening illness Demonstrated understanding of the wider system for people with cancer and the ability to effectively use knowledge to assist individuals diagnosed with melanoma Understanding of team dynamics and working in a small team
Consumer Focus	<ul style="list-style-type: none"> Experience in interpreting clients' expectations Ability to problem solve where outcomes are not reached Identifies and meets consumer expectations Adheres to service standards and monitors performance Continually seeks ways to improve operations and services to provide improved outcomes
Values	<ul style="list-style-type: none"> A genuine synergy with the services, vision and values of Melanoma Patients Australia Commitment to social justice and human rights Respect for human dignity and worth and valuing consumer self-determination Ability to work independently with professional integrity, confidentiality and equitable practice.

Delivers Results	<ul style="list-style-type: none"> • Ability to work collaboratively with others to achieve required outcomes • Experience in interpreting feedback and providing acceptable solutions • Ability to make detailed and accurate notes • Capacity for lateral thinking, solutions focused, and results driven • Monitors and reports on performance and progress • An understanding of consumer confidentiality and data collection and protection • Develops and implements action plans • Able to prioritise and meets required deadlines with quality output
Builds External Relations	<ul style="list-style-type: none"> • Ability to work collaboratively with health practitioners and allied health services to effectively support people affected by melanoma • Able to liaise with new external contacts for mutual benefit • Acts as an ambassador for the organisation

KEY SELECTION CRITERIA

Qualifications, Experience and Licences

Qualifications	<ul style="list-style-type: none">• Registered Nurse• Must be qualified and trained in counselling and/or therapy
Licence / Registration	<ul style="list-style-type: none">• Current Registration with AHPRA
Police Clearance	<ul style="list-style-type: none">• Police Clearance no older than 3 months
Experience	<ul style="list-style-type: none">• 5 years minimum experience in a clinical setting• At least 2 years' recent experience in Oncology Nursing• At least 2 years' recent experience providing counselling services in public or private organisational settings• Experience and knowledge of survivorship principles• Excellent written and verbal communication skills• Ability to understand personal client journey, in the absence of access to medical history• Experience working on-line / video and telephone (desirable)• Experience with working in a periodic pressure environment, with ability to prioritise important and urgent matters• Proven self-discipline and motivated tendencies• Experience working autonomously, without direct supervision, whilst understanding scope and escalation logic• Experience with organising multiple tasks, ability to remain methodical and systematic• Demonstrated ability to practice in accordance with the relevant codes of conduct and standards of practice (e.g. Australian Counselling Association Code of Ethics and Practice)• Collaborative working style, being a team player with a positive 'can do' attitude

Desirable Skills and Knowledge

1. Graduate Certificate in Oncology
2. Experience working in the not-for-profit sector
3. High level of general computer literacy (Microsoft office, web, CRM's and databases)
4. Experience working on-line / video and telephone

EMPLOYMENT CONDITIONS

The below are conditions of employment for all roles:

- A full unrestricted Australian work permit or visa
- A National Police Check no older than 3 months must be provided or is required to be obtained upon appointment to the role and every three years thereafter
- Working with Children's Check required for identified roles