

Position Description

Position Title:	Melanoma Nurse Navigator
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 2 (RN2) 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 Support, connect and advocate for all Australians affected by melanoma and work towards its prevention

Our Vision A nation where no one affected by melanoma walks alone

POSITION OVERVIEW

The Melanoma Nurse Navigator is a Registered Nurse who provides person-centred, cancer nursing support via telehealth to people affected by melanoma, their carers and family. The role functions as the first point of central access and navigation into Melanoma Patients Australia (MPA)'s specialist telehealth nursing service and community support programs, and provides support and information to patients and carers across the melanoma care pathway.

The role is required to provide evidence-based information, education and support relating to key transition points across the patient pathway from the point of diagnosis, at a foundational level, as informed by MPA's model of care. The Melanoma Nurse Navigator will play a key role in performing an initial assessment, screening and triage. The Melanoma Nurse Navigator will coordinate referrals, both internally and externally, based on assessed needs, and plays a key role in empowering patients to navigate and access services in response to their needs.

The role aligns with Australian cancer care priorities of equitable access, continuity of care, supportive care integration and patient empowerment, and complements the care provided by hospital based teams. MPA's specialist melanoma nursing telehealth service and community support programs ensure patients are appropriately prepared, supported, and referred.

NOTE: This position is not authorised to provide medical treatment or medical advice, and or clinical counselling formally or otherwise.

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

Comprehensive Assessment, Screening and Triage

- Under the direction of the Melanoma Telehealth Nurse Manager, as the first point of contact, review and triage all email enquiries for Melanoma Patients Australia's national Support Line and prepare professional written referrals and/or responses as required.
- Conduct holistic nursing assessments and screening via telehealth, incorporating physical, psychosocial, emotional, informational, cultural, and practical domains of care.
- Screen for supportive care needs, transition barriers and facilitators and comprehensive care needs using appropriate systems and frameworks.
- Undertake structured triage of patient and carer enquiries to determine and respond to priority concerns, clinical requirements, supportive care needs and referrals to internal and external services.
- Identify red flags or complexity requiring escalation to MPA's comprehensive specialist melanoma nursing services, MPA support programs, the patient's primary health care provider, ACNNP partners, cancer support agencies, or other health professionals.

Person-Centred Supportive Care

- Deliver compassionate, person-centred care that respects individual values, preferences, health literacy, and cultural safety.
- Provide non-specialist psychosocial support, active listening, reassurance, and coping support within scope of practice.
- Deliver foundational supportive care within the scope of the role and facilitate referral to MPA's nurse counsellor, specialist psychosocial, mental health, and other services when required.

Patient Education and Information Provision

- Provide accurate, evidence-based, and tailored information about melanoma, melanoma transitions, treatment pathways, MPA services, and supportive care options.
- Support patients and carers to understand medical information and the processes they can expect to experience through specific transitions.
- Promote self-navigation, self-empowerment, health literacy, and informed participation in care and decision-making.

Care Coordination and Referral

- Coordinate referrals to MPA's specialist melanoma nursing services, MPA's community support programs, navigation services, ACNNP partners and other supportive care services as needed.
- Provide concise details of priority concerns and supportive care needs to ongoing referrals as appropriate
- Schedule patients into MPA's specialist telehealth nursing clinics and support timely access to care.
- Facilitate connections to internal and external services, including supportive care, community, practical, and financial support services.
- Act as a liaison between patients, carers, specialist nurses, and other health professionals to enhance continuity of care.

Navigation, Empowerment and Advocacy

- Support patients and carers to navigate melanoma transitions and the melanoma care pathway, reducing associated distress and enhancing their understanding and preparation of transitional experiences.
- Build patient confidence and capability for self-navigation where appropriate.
- Advocate for patient needs, preferences, and equitable access to care within the service and broader system.
- Identify and work to reduce system and access barriers, particularly for patients experiencing vulnerability, geographic isolation, or complexity.

Follow-Up, Monitoring and Continuity of Care

- Provide follow-up contact as required to review supportive care needs, reinforce education, and ensure referrals have been completed.
- Identify emerging needs or risks requiring escalation and apply procedures as per policy.
- Foster a trusting and professional nurse-patient relationship and encourage access to MPA support programs when required through high quality and safe, relationship-based telehealth engagement.

Documentation, Data Collection and Quality Improvement

- Maintain accurate, timely, and professional documentation in accordance with organisational, legal, and professional standards.
- Collect relevant activity and outcome data to support reporting, evaluation, and service improvement.
- Contribute to the development and refinement of navigation pathways, patient resources, and telehealth models of care.

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, 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"> • 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
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">• At least 2 years' recent experience in Oncology Nursing• Experience and knowledge of survivorship principles• Excellent written and verbal communication skills• General computer literacy (Microsoft office, web, CRM's and databases)• 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• Collaborative working style, being a team player with a positive 'can do' attitude

Desirable Skills and Knowledge

- Graduate Certificate in Oncology
- Experience working in the not-for-profit sector
- High level of general computer literacy (Microsoft office, web, CRM's and databases)
- 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