

POSITION DESCRIPTION

Position:	Oncology/Haematology Symptom & Urgent Review Clinic (SURC) Registered Nurse		
Directorate:	Clinical Care	Level of Authority: (as per BRHS Instrument of Delegation)	Level 5
Department/Unit:	Oncology		
Reports To:	Nurse Unit Manager		
Direct Reports:	Nil		
Enterprise Agreement:	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028 <i>and subsequent agreements as may be approved in accordance with Fair Work legislation during the course of employment.</i>		
Salary Range:	Clinical Nurse Consultant C, Year 1-2, \$134,498 - \$137,696 per annum pro rata, plus superannuation in accordance with statutory regulations and extensive salary packaging options.		
Immunisation Category:	Category A		

BAIRNSDALE REGIONAL HEALTH SERVICE

Bairnsdale Regional Health Service (BRHS) is a multifaceted and growing regional health system providing a comprehensive array of health care services to the East Gippsland community. BRHS is driven by our mission to provide quality health and well-being services that deliver the best possible health outcomes to our community.

Three campuses in Bairnsdale provide opportunity for staff and students across a wide range of professional specialties including emergency, acute, sub-acute, maternity, residential aged care, allied health, community health, oral health, information technology, administration, finance and extensive support services. As the region's largest employer, BRHS is a magnet that attracts talented professionals to the region, and maintains a strong commitment to developing key strategic partnerships to enhance healthcare services in the region strengthening our community.

We maintain a strong commitment to understand the health service needs of the local population. Our fundamental commitment to partnering with our consumers through ongoing collaboration supports our delivery of great consumer experience and health outcomes.

Bairnsdale Regional Health Service is deeply committed to an environment that supports the safety and wellbeing of all people including children. Read our full values and commitments [here](#).

BRHS is located on the lands of the Gunaikurnai people. Find out more about BRHS [here](#)

DEPARTMENT

The Oncology Day Unit (ODU) operates as a hub of the Gippsland Cancer Care Centre (GCCC) based at Latrobe Regional Health (LRH), and works collaboratively with visiting oncologists and haematologists to provide cancer care to the East Gippsland community. The ODU also provides infusions to patients with other medical conditions under the Medical Ambulatory Day Unit. Services delivered in the ODU include the administration of systemic anti-cancer therapies (SACT), blood and blood products, and other supportive treatments.

BRHS Pharmacy has SACT preparation and dispensing capability; prescribing and treatment scheduling is managed through a Gippsland wide scheduling platform – CHARM; and consultant outpatient appointments are managed through Genie.

In addition to treatment services, the ODU delivers a range of supportive cancer care programs, including a Survivorship Clinic, Prostate Specialist Cancer Nurse service, Cancer Care Nurse Coordinator support, and a Symptom Urgent Review Clinic (SURC). Our team of skilled cancer care nurses are committed to undertaking quality projects to enhance best practice in cancer care.

POSITION OBJECTIVE

The BRHS Symptom Urgent Review Clinic (SURC) was established in 2019 and was made possible through a DHHS grant. The SURC nurse provides advanced practice cancer care and support for patients receiving SACTs, including patient education, regular follow-up, and timely clinical intervention to prevent the progression of treatment-related symptoms. Data collection and documentation are key components of the role, enabling continuous service evaluation and identification of improvement opportunities.

The SURC nurse works closely with the Gippsland Regional Cancer Centre medical team, the BRHS Emergency Department, and the ODU team to ensure coordinated, high-quality patient care. As a senior member of the ODU team, the SURC nurse is a champion of cancer care, and a resource for the BRHS nursing and medical teams.

ORGANISATIONAL INFORMATION

Our mission:

To provide quality health and well-being services that deliver the best possible health outcomes to our community.

Our purpose:

To improve the lives of our patients, their families and our community.

Our principles of care

We are committed to providing the highest level of treatment to the people of East Gippsland, delivered with care and compassion for every individual, every time.

1. Quality

A quality service achieves positive outcomes. We are committed to finding the best possible solutions for our community's health challenges.

2. Integrity

We consistently adhere to principles of professionalism and follow through on our promises with care and accuracy. We can be relied upon and trusted.

3. Communication

We listen. Effective communication will help to ensure the best level of care is provided to patients, and clinical outcomes are optimised.

4. Kindness

Our people are our community; patients, carers, staff and volunteers. They are the heartbeat of our service. We treat each other with respect, empathy and compassion.

Our focus 2022-2026

1. Excellence in the care we provide
2. Investing in our people
3. Future proofing our resources
4. Collaboration for value generation

RESPONSIBILITIES & ACCOUNTABILITIES

Primary Responsibilities

Provide leadership to ensure timely and evidence-based symptom support

- Provide clinical leadership, supervision and support to administration and clinical staff to ensure timely follow-up and assessment of symptoms.
- Provide an East Gippsland referral point for current SACT patients with progressive symptoms. Offer advanced nursing advice and consultancy Support BRHS Hospital Medical Officers (HMO), ensuring contact has been made with GCCC medical team to aide in managing admitted SACT ED and ward patients.
- Participate in the development, implementation and review of guidelines, procedures and processes to ensure evidence-based care.
- Apply BRHS principles of Care – Quality, Integrity, Communication, Kindness – in all decisions and interactions.
- Maintain clear professional communication with patients and family members, oncology staff, and medical staff

Support patient safety, experience and coordinated care

- Provide advanced nursing assessment and symptom management review and recommendations to current ODU SACT patients, supporting timely and informed treatment decisions.
- Enhance patient experience and outcomes through timely access to specialist assessment, support, and follow-up care for patients with progressive symptoms.
- Provide advice and support to cancer patients referred through internal and external pathways.
- Ensure coordinated, patient-centred care through collaboration with the multidisciplinary BRHS teams, including the Cancer Care Nurse Coordinator and other allied health services if required.
- Facilitate communication across providers such as, general practitioners, home-based nursing services, bush nursing services, Aboriginal health services, and regional health services.
- Promote a positive, culturally safe, person-centred patient experience through respectful and thoughtful communication.
- Undertake education for new patients receiving systemic anti-cancer treatments to support safe care delivery.

Uphold clinical and business performance requirements

- Initiate and deliver education opportunities for BRHS health professionals to build knowledge in cancer and haematology care.
- Maintain strong processes for escalation, handover and communication to minimise risk
- Maintain data collection requirements.
- Actively participate in committees and multidisciplinary meetings to support service evaluation, development and clinical governance.
- Maintain effective referral processes and service coordination to support efficient workflow and resource utilisation.
- Escalate risks to managers and via the incident reporting system
- Undertake additional duties as directed by the manager or director, consistent with the scope and requirements of the role.

Strategic Imperatives

- Demonstrate a good understanding of BRHS' strategic plan and assist in the development of the relevant work plan to link strategies and actions to achieve organisational goals.
- Play an active role in promoting the organisation's principles of care and model these in day to day practice.

Leadership and Management

- Actively implement the *Partnering with Consumers in Healthcare* policy to ensure person-centred practice.
- Actively engage in and support the team to operate in a service delivery culture of contemporary practice and innovation.
- Build and maintain a cohesive team with clarity around goals and accountabilities and appropriate delegations.

• Ensure all direct reports are aware of their obligations and comply with current BRHS policies, procedures and guidelines. • Provide constructive supervision, guidance and support to students and staff in your work area to foster a valuable learning environment.
Professional Development
• Undertake annual performance review and development appraisals for all direct reports in a timely and comprehensive manner in accordance with organisational standards. • Maintain and further develop professional competencies and registration (if applicable) and undertake relevant professional development, continuing education and training. • Ensure completion of mandatory competencies (both organizational and profession-specific).
Work Health and Safety
• Regularly monitor and review personal and team work practices and the environment to ensure a healthy and safe workplace for all team members in accordance with BRHS policies/procedures and legislative requirements. • Have knowledge of Occupational Health and Safety, Equal Employment Opportunity, Emergency Management, Waste Management, Environmental Sustainability and Infection Control policies and legislation. Ensure direct reports have received sufficient training and information to ensure compliance. • Proactively investigate report and as appropriate, address OH&S hazards, incidents and injuries within area of responsibility.
Quality and Risk Management
• Actively participate and contribute to quality Improvement activities, by identifying opportunities for improvement, receiving recommendations from direct reports and acting upon opportunities to improve processes, workplace health and safety, quality and service delivery outcomes. • Have a good knowledge of the BRHS incident and complaint investigation policies to ensure feedback drives team improvements and ensure direct reports have received sufficient training and information to ensure compliance. • Participate in the identification and management of risks applicable to work area. • Adhere to all organisational policies and procedures. • Ensure a good knowledge of policies relating to reportable conduct, child safe standards and hospital response to family violence.
Information and Resource Management
• Work confidentially in a range of client/corporate records systems and common software applications. Provide support and instruction to direct reports, as required. • Take an active lead and support the Manager to ensure the department complies with record and information management requirements in accordance with relevant BRHS policies and guidelines. • Prepare well-written documentation containing the necessary information to achieve its purpose and appropriate to service requirements. • Monitor the accuracy and timeliness of data required to meet funding and policy requirements both personally and by direct reports. • Monitor expenditure against budget and raise resource issues with Manager in a constructive and solution focussed manner. • Adhere to BRHS human resource management practices to ensure appropriate staff selection, induction and deployment. • Ensure information relating to patients/clients and colleague's is kept private and confidential at all times in accordance with BRHS policy and procedures and monitor compliance of direct reports.

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Communication and Teamwork
- Prepare and actively participate in team meetings and other BRHS committees and work groups, as required by Manager and ensure direct reports receive timely, relevant and regular information. - Support the Manager to monitor individual performance, and provide timely and constructive feedback, as required. - Support direct reports to attend staff meetings and other meetings relevant to their role
Diversity and Inclusion
- Facilitate and promote an inclusive environment where all individuals are treated fairly, with respect and receive the same opportunities. - Actively participate in developing cultural competence of teams including an awareness, understanding and respect of the diverse range of cultures and backgrounds, including Aboriginal and Torres Strait Islander people, members of the LGBTIQ community and people with a disability. - Respect difference; value and strive for diversity in decision making, team makeup and service delivery. - Ensure team members receive required training and information to support an inclusive environment.

POSITION REQUIREMENTS

Position Requirements	
Satisfactory National Police Check (no older than 12 months) <i>Certificate must be provided prior to issue of employment contract.</i> <i>National Police Check is required to be renewed every 3 years at the employee's expense.</i>	Required
Satisfactory Working with Children Check <i>Evidence of application must be provided prior to issue of employment contract.</i> <i>Working with Children Check is required to be renewed every 5 years at the employee's expense.</i>	Required
Satisfactory Health Declaration (BRHS will provide documentation for completion) <i>Completed document must be provided prior to issue of employment contract.</i>	Required
Immunisation History as per the Australian Immunisation Handbook (BRHS will provide documentation for completion) <i>Completed document must be provided prior to issue of contract.</i> <i>Participation in the annual influenza vaccination program by 15th August each year is a requirement.</i>	Required
Evidence of Professional Registration	Required
Evidence of Professional Qualification	Required
Valid Victorian Driver's Licence	Required
Valid Trade Licence	Not required
Undertake Health monitoring as per BRHS Cytotoxic Drugs & BCG Instillations policy). Mandatory to occur prior to commencement and when required during employment	Required
Typical Work Schedule	
This position is worked in business hours from Monday to Friday	

KEY SELECTION CRITERIA

Bairnsdale Regional Health Service is an equal opportunity employer. Our four “principles of care” guide us to assist achieve our mission, purpose and goals. Selection will be based on assessing demonstrated alignment with the skills, qualifications, knowledge, principles of care and other personal qualities required to carry out the role effectively.

Qualifications and Experience

- Current AHPRA registration as a Registered Nurse
- A minimum of five years post-graduation cancer nursing experience
- Post Graduate Qualifications in cancer nursing

Skills, Knowledge and Attributes

1. Demonstrated expertise and autonomy in clinical leadership in cancer nursing, with advanced knowledge, skills, and understanding of the specialised needs of cancer patients in a rural setting.
2. Demonstrated ability and sound understanding of respectful communication skills required to deliver a culturally appropriate, patient-centred experience.
3. Demonstrated advanced nursing knowledge, skills, and evidence-based practice in the management of active Systemic Anti-Cancer Therapy.
4. Demonstrated ability to work autonomously and make confident, safe decisions, utilising well-developed clinical reasoning and evidence-based tools to effectively advocate for optimal patient outcomes.
5. Proven ability to identify professional development needs and gaps in service delivery, and to facilitate appropriate education opportunities to improve outcomes across a variety of settings at BRHS.
6. Demonstrated experience and skill in measuring and improving clinical outcomes, with effective change management experience, including the ability to engage others and recognise quality improvement opportunities.
7. Demonstrated ability to collaborate, promote teamwork, and build positive working relationships at both local and organisational levels to achieve organisational goals.

JOB DEMANDS CHECKLIST

Bairnsdale Regional Health Service endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			X		
Standing	Remain standing to perform tasks		X			
Walking	Periods of walking required to perform tasks		X			
Bending	Forward bending from waist to perform tasks		X			
Kneeling	Remaining in a kneeling position to perform tasks		X			
Lifting/Carrying	Light lifting and carrying	X				
	Moderate lifting and carrying					X
	Assisted lifting (mechanical, equipment, person assist)	X				
Climbing, Working at Heights	Ascending and descending ladders, stools, scaffolding					X
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs and floor cleaning equipment		X			
Reaching	Arms fully extended forward or raised above shoulder					X
Crouching	Adopting a crouching posture to perform tasks					X
Foot Movement	Use of leg and/or foot to operate machinery					X
Head Postures	Holding head in a position other than neutral (facing forward)					X
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding			X		
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands					X
Driving	Operating a motor powered vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.					X

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Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. E.g. Emergency or grief situations			X		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, and arguing. E.g. Drug/alcohol, dementia, mental illness	X				
Exposure to Distressing Situations	E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased			X		
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					X
Noise	Environmental/background noise necessitates people raising their voice to be heard					X
Biological Hazards	E.g. Exposure to body fluids, bacteria, infectious diseases requiring PPE					X
Cytotoxic Materials	Handling and/or preparation of cytotoxic materials					X
Radiation	Working with radiologic equipment					X

AUTHORISATION

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

X

Employee
Date

X

Employee Name (Printed)

Bairnsdale Regional Health Service is a smoke free workplace

DOCUMENT CONTROL

Bairnsdale Regional Health Services reserves the right to review and amend this document at its discretion.

Reviewed by Manager:	Date: 29/06/2026	Updated: ☒	No Update required: ☐
Approved by General Manager/Executive:	Date: 29/06/2026	Name: Jennifer Bugbird, Deputy Director Surgical & Ambulatory Care	

Workforce Office Use: Template Version 38