

Position Description

Position	Senior Neuro Nurse Advisor & Educator
Reporting to	Senior Manager Community & Partnerships
Division	Community Engagement and Wellbeing
FTE	Part time (0.6 EFT)
Location	Lidcombe, NSW

Organisation

MS Plus, is the go-to provider of information, advice and support for people affected by neurological conditions. We're a combined entity of ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

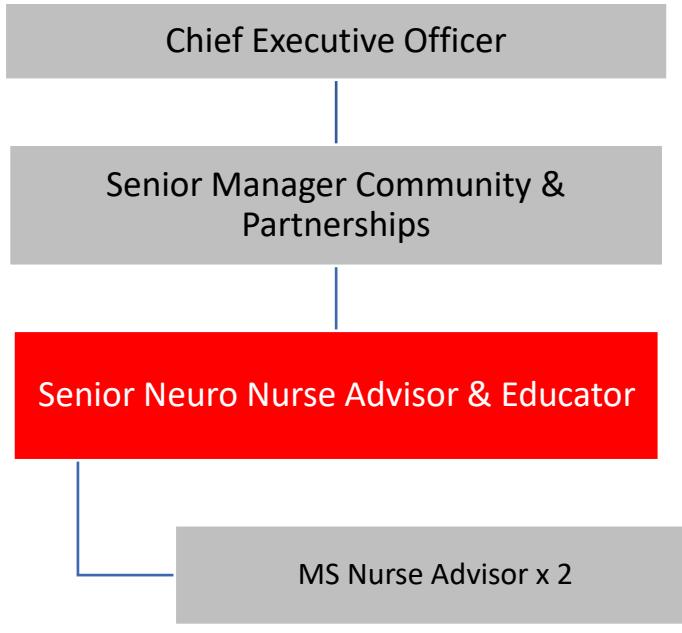
Role Purpose

The purpose of the **Senior Neuro Nurse Advisor & Educator** is to engage with MS Plus clients by providing evidence-based person-centred advice, support and education, to provide to clinical leadership for the MS Plus nursing program and support and deliver learning and education of internal staff, clients and health professionals.

This role is responsible for completing nurse advisor appointments and doing outreach – engaging and supporting people affected by neurological conditions by providing person-centred, responsive and timely service, via phone, face to face or other agreed communication technology. E.g. MS Teams.

The role requires an ability to demonstrate innovation in working with clients who are facing life changes, barriers to access and/or who have multiple and complex needs requiring intervention across the range of service sectors. The role will also be required to develop and deliver client and health professional education in a variety of formats. The role will directly supervise two nurse advisors.

Team structure



Key Responsibilities	
Key focus area	Success factors
Strategic Leadership	<ul style="list-style-type: none"> • Actively support MS Plus purpose and values. • Operate in line with MS Plus policies, procedures, and practices. • Promote and work within MS Plus service delivery principles. • Positively and constructively represent the organisation to external contacts at all opportunities. • Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behaviour at all times. • Ensure the health, safety and welfare of self, team members and others. • Follow all reasonable directions given by the organisation. • Support and empower co-workers. • Support, promote and show sensitivity to diversity in the workplace. • Provide clinical expertise for staff and client education purposes. • Provide clinic expertise, guidance and direct supervision to two direct reporting roles. • In consultation with Senior Manager Community & Partnerships identify topics, develop and deliver client and health professional education through written, audio and live programs. • Behaviour is in alignment with all policies and behaviour expectations. • Review and provide relevant clinical feedback to marketing, communications and philanthropy messaging. • In line with performance indicators, Monitor and manage performance, clinical practice and expected behaviours of direct reports.
Key focus area	Success factors
Client & health professional engagement & support	<ul style="list-style-type: none"> • Respond, within performance targets, to direct client requests – online, phone, in person. • Actively re-engage clients as part of their overall care, and within performance targets. • Provide information and advice that will assist service recipients to build capabilities, health literacy and empowerment. • In collaboration with the wider team, build or strengthen a suite of referral pathways to both external supports and services. E.g. other peak bodies, PHN, other networks etc • Promote an integrated, collaborative approach to enable cooperation with the various sectors to support the individual. • Respond to contact from health practitioners seeking clinical advice within performance targets.
Key focus area	Success factors
Relationship Management	<ul style="list-style-type: none"> • Develop strong and collaborative working relationships with relevant sectors to promote the open sharing of information conducive to positive outcomes. • Work effectively across the organisation business lines to achieve strategic initiatives and deliver against organisational values to support the best outcomes for people affected by neurological conditions. • Maintain expertise through learning and development opportunities, sharing the knowledge across the organisation to support the achievement of desired outcomes. • Promote referrals of MS Plus services as appropriate and in line with client goals.

	<ul style="list-style-type: none"> • Involvement in sector working groups and forums as appropriate and agreed.
Key focus area	<p style="text-align: center;">Success factors</p>
Compliance and Professional Conduct	<p>Ensuring client information is treated with confidentiality.</p> <ul style="list-style-type: none"> • All client details and records are treated with confidence and any breaches are urgently reported to the relevant Senior Manager. • All documentation is up to date and professional standards maintained. • Any use of the MS Plus logo and brand is continuously monitored and adheres to policies and guidelines. <p>Commitment to MS Plus values and strategic goals.</p> <ul style="list-style-type: none"> • Professionally representing MS Plus to external parties. • Demonstrates corporate values in everyday work. • MS Plus resources are used responsibly. • Work collaboratively and willing to support others when needed. • Actively support MS Plus Reconciliation Action Plan. <p>Administration</p> <ul style="list-style-type: none"> • Participate in legislation and literature reviews, make recommendations on practice & process change and establish outcome measures. • Maintain knowledge of new communication technologies, and knowledge management systems, information storage and distribution practices. • Full compliance with internal and external audit requirements. • Maintain professional development requirements for AHPRA registration. • Complete all customer documentation e.g. assessment, goals, plans, case notes and internal and external client referral requirements relating to each intervention. • Complete internal and external reports relating to clients e.g. case allocation, case management statistics, feedback summaries and outcome reports as requested. • Complete other administrative duties for the efficient running of the service including activity statistics. • Proactively ensures compliance with NDIS Practice Standards, Aged Care Quality Standards, AHPRA professional codes, and organisational quality and risk requirements

Qualifications/Work Experience	
Essential	<ul style="list-style-type: none"> • Current registration with AHPRA as Registered Nurse (Division 1). • Minimum of 3 years' experience in providing clinical services (medications, symptom management, lifestyle factors) in a neurological setting providing support and advice to people with a variety of chronic neurological conditions. • Confidence in supporting clients with clinical information from a variety of neurological conditions (e.g. Parkinsons, Stroke, Muscular Dystrophy, MND etc) • Experience supporting other registered nurses. • Demonstrated knowledge and experience in legislative and best practice compliance and application. • Demonstrated depth of knowledge in understanding the sectors applicable to people with chronic neurological conditions. • Demonstrated understanding of and an ability to implement the principles of person-centred practice in a range of interventions.

	<ul style="list-style-type: none"> • Demonstrated skill in obtaining the individual information relevant to the person's circumstances and reason for contact. • Demonstrated ability to network and develop effective working relationships collaborations to achieve targeted interventions, referral and support. • Demonstrated evidence of excellent time management and organisational skills including the ability to prioritise tasks • Demonstrated high level written and verbal communication skills • Computer literacy in using a range of Office computer packages • Willingness to undertake a Police check/ working with children & vulnerable people check • Proven ability to assist people to build capability and promote choice and control.
Desirable	<ul style="list-style-type: none"> • Knowledge and experience in continence care for people living with progressive neurological conditions. • Demonstrated experience delivering live education content. • Demonstrated experience in 1:1 advocacy/representation and negotiations • Demonstrated experience managing direct reporting staff • Experience working within a Key Performance Indicator environment and meeting targets. • Flexible availability to accommodate occasional out of hours work to deliver client education programming.

Key Competencies

Key Focus Area	Demonstrated competency
Reflective Practice	Constructively and genuinely reflects on workplace performance and contributes constructively to the success of the team.
Consumer Outcomes	Develops workplace practices that clearly demonstrate a client centered approach.
Time Management	Ability to self-manage workload and time and proactive communication when needing support.
Problem Solving	Ability to identify efficiencies and initiative to seek advice or alternative ways of doing things.
Program Development and Implementation	Effectively manage a workplan to meet time and quality standards and clearly address program goals.
Achieving Results	Clearly understand roles and responsibilities, scope of work and expectations. Meets expected client engagement quota of 70% Strategic needs are met within agreed program objectives Staff supervision and performance monitoring
Contracts / Records Management	Monitors relevant documentation and process needs and reports identified gaps and possible solutions.

Quality, Risk, Safety, Legislative compliance	Proactively identifies and manages risk. Manages work practice to comply with relevant legislation and corporate guidelines. Consults with General Manager Quality & Risk as required.
Team Dynamics	Fosters collaborative practice and an environment of shared learning and teamwork.
Advocacy	MS Plus nursing service is positively promoted through professional or client networks
Written and Oral Communication	Provides high level written and verbal communication, with attention to detail and a clear understanding of brand use expectations.
Interpersonal skills	Demonstrates self-awareness, meaningful and appropriate communication practices and engaging and thoughtful assets and documents.
Networks and Stakeholders	Actively identifies opportunities to harness or engage known or new networks or stakeholders.
Partnerships and Collaboration	Represents MS Plus positively and professionally when engaging in all collaborative practice.
Knowledge of Community	Demonstrates knowledge of sector and opportunities to engage in new or innovative ways.
Personal Attributes	
Client Focused	<ul style="list-style-type: none"> • Prioritises needs of clients • Aims for best outcomes for clients • Is outcome focused • Follows through with commitments
Collaborative	<ul style="list-style-type: none"> • Treats colleagues with respect and compassion • Gives feedback in a timely and respectful way • Works with others to achieve common goals • Engenders a spirit of teamwork • Inspires trust
Creative and Innovative	<ul style="list-style-type: none"> • Finds ways to work more efficiently and effectively • Is open to change and alternatives • Is able to identify and act on opportunities
Analytical	<ul style="list-style-type: none"> • Reviews evidence and opinions before making judgements and decisions • Presents clear and logical arguments • Takes a systematic approach when building toward improvements
Determined	<ul style="list-style-type: none"> • Research options and sets a clear path • Deals with obstacles and impediments • Has clear goals

Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus, character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee. All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Required screening

<input checked="" type="checkbox"/> Police Check	<input type="checkbox"/> International Police Check
<input type="checkbox"/> WWVP (ACT/TAS)	<input checked="" type="checkbox"/> WWCC
<input checked="" type="checkbox"/> Right to work in Australia	<input checked="" type="checkbox"/> NDISWC
<input type="checkbox"/> Relevant vaccination records	<input type="checkbox"/> Other

Acknowledgment

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements.

I have been made aware how to access MS Plus policies and procedures for future reference.

I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture Quality representative.

*Signed
Employee*

Date

*Signed
Manager*

Date

Approval authority: Executive Manager, People Culture Quality	Next review: February 2024
Date approved:	Key author: People Culture Quality
Version: 1	Business Unit: People Culture Quality