

Telehealth Specialist Upper Gastrointestinal (GI) Support Nurse

Position Description

Reports to:	Head of PanSupport
Location:	Heidelberg, Melbourne (hybrid/remote working)
FTE:	4 days per week
Employment Status	contract until 30 June 2027

Position Purpose

The Telehealth Specialist Upper GI Support Nurse is responsible for providing support to people affected by upper GI cancers through the provision of supportive care and navigation. The Telehealth Specialist Upper GI Support Nurse works within the PanSupport Patient and Carer Services team to provide supportive care and navigation at various stages of the patient and/or carer cancer journey – from diagnosis, active treatment, palliative care and survivorship through to end-of-life care and grief and bereavement.

The Telehealth Specialist Upper Gastrointestinal (GI) Support Nurse position is managed by the Pancare Foundation and funded through the Department of Health and Aged Care's Australian Cancer Nursing and Navigation Program (ACNNP).

The ACNNP represents a significant reform which will deliver improved cancer outcomes, across the cancer continuum, ensuring all people with cancer have access to high quality and culturally safe care, irrespective of their cancer type or location. Pancare Foundation is an implementation partner of the ACNNP and has been funded to deliver a specialist upper GI cancer telehealth service to support the unique needs of people with upper GI cancer.

About Pancare Foundation

Pancare Foundation is one of Australia's leading charities committed to fighting upper gastrointestinal (GI) cancers.

We provide support for people living with upper GI cancers and their families from the point of diagnosis through to treatment and beyond. We also fund world-leading research to increase survival and improve treatment options.

Our vision: A world free from Upper GI cancer.

Our values:

"I CARE" is the culture that underpins every interaction we have with each other, the people we support and the solid foundation we build for Pancare to thrive.

Innovation: We embrace innovation at every level from the research we fund, to the people we assist, to the way we operate our business. We are evolutionary, agile, proactive and

strive for continual improvement.

Compassion: We express kindness, empathy and compassion in all that we do. We care deeply for our cause, the people we support and each other.

Accountable: We are trusted, empowered and accountable for our contribution, performance and outcomes. We celebrate our achievements (big and small) and learn from our mistakes.

Respectful: We express ourselves through open, honest and respectful communication. Everything we do is founded on connection, credibility, trust and professionalism; underpinned by a deep and genuine respect for people.

Energy: We are driven by our collaborative energy, resilience and motivation to make a difference. We are propelled by our shared vision of improving pancreatic & upper GI cancer survival rates and remain committed to achieving our goals.

Key Responsibilities

The key responsibilities of this role include (but are not limited to):

Working with patients and carers via telehealth:

- **Assessment:** Taking a medical, social, emotional history. History of present condition. Goals. Detailed assessment of current problems.
- **Information Provision:** Provision of verbal, written, audio/visual information.
- **Care Advocacy:** Verbal information/education/assistance with understanding of health system processes, verbal/practical assistance with forms, advocating for appropriate care.
- **Education:** Verbal/written/audio/visual education on any aspect of illness experience.
- **Emotional Support:** Acknowledgement, reassurance, validation, active listening pertaining to emotions.
- **Referral:** Any referral activity such as written/verbal referrals to other members of the MDT both internal and external, discussion of potential referral.
- **Financial assistance:** Discussion of financial assistance, facilitation of financial assistance.
- **Review:** Discussion/arrangement of follow up.
- Obtain information from patients and carers to maintain the PanSupport minimum dataset.
- Document all information according to PanSupport policy.

Professional activities:

- Undertake professional development activities to maintain specialist scope of practice.
- Undertake professional administration activities such as committee work, quality activities.
- Undertake and contribute to Pancare Foundation awareness and fund-raising events and activities. (some weekend, evening work and interstate travel may be required)
- Undertake and contribute to external workforce and general public education about upper GI cancer.
- Work within scope of practice.
- Work within the PanSupport Model of Care
- Adhere to organisational policies and procedures.

- Work within and contribute to the scope of the Australian Cancer Nursing and navigation Program.

Experience, skills and qualifications.

The following are the minimum qualifications, skills and experience which an individual needs to successfully perform the duties and responsibilities of this position.

- Bachelor's degree in nursing.
- Current Authority to Practice as a Registered Health Care Professional with the Australian Health Practitioner Regulation Agency (AHPRA).
- Minimum of 5 years' experience working in cancer care and caring for people with Upper Gastrointestinal (GI) Cancer
- Demonstrated clinical expertise and clinical leadership in the area of specialty.
- Ability and willingness to learn and understand extensive information about upper GI cancers, treatments, side effects, symptom management and additional resources.
- Excellent organisational skills, strong attention to detail and the ability to multi-task.
- Excellent verbal and written communication and interpersonal skills.
- Familiarity with Microsoft suite of applications, Customer Relationship Management Systems (e.g., Salesforce) and the ability to learn new systems quickly.
- A strong sensitivity and compassion for those affected by upper GI cancers.
- Outstanding customer service skills.
- Demonstrated ability to practice in accordance with the relevant codes of conduct and standards of practice (e.g. Registered Nurse Standards of Practice, Code of Ethics for Nurses, and Code of Professional Conduct for Nurses as outlined here).

Position description last updated June 2024