

Position Description

Position Title	Enrolled Nurse – Information and Support
Location	Brisbane
Team	Consumer
Employment Status	Full-time
Award	Nurses Award 2020
Reports to	Senior Manager, Information and Support Clinical Lead, Lung Cancer Support Nurses (Telehealth)
Direct Reports	Nil
Version	March 2024

PURPOSE OF POSITION DESCRIPTION

The purpose of this position description is to document the purpose, desired candidate attributes and key responsibilities encompassed within the role. The key areas of responsibility and performance indicators are tied to performance review and career development. This document should be reviewed annually as changes in the organisation may result in the need to update the position description.

SECTION 1

OUR VISION

Lung Foundation Australia enables life-saving lung health and lung cancer research, and champions programs so that Australians with lung disease and lung cancer can live their best life.

OUR MISSION

By 2030, Lung Foundation Australia will be recognised as one of the world's most innovative and effective lung health charities and a fearless leader of lung health and lung cancer policy, programs and research.

STRATEGIC PILLARS

- Healthy lungs for all
- Australia's lung health research funding incubator
- Impactful and meaningful lung disease programs and support
- Valuing our people
- Purposeful leadership and ethical governance.

LUNG FOUNDATION AUSTRALIA VALUES

Our values are represented by **BE FAIR**

- **Bold** | be proactive and take risks that achieve our Mission.
- **Entrepreneurial** | be focused on outcomes and strive to find new ways of working, remembering we are profit-for-purpose.
- **Fair** | be equitable and work in the interests of all our stakeholders, particularly patients and their carers.
- **Agile** | be responsive and proactive to create positive change.
- **Innovative** | be inventive and find new ways of doing things that achieve our Mission.
- **Respectful** | be honest and work hard every day in every way – we are funded by the community they should expect nothing less.

OUR TEAM

Lung Foundation Australia is an award-winning profit for purpose organisation and national peak health and advisory body. Lung Foundation Australia aspires to be an Employer of Choice. Lung Foundation Australia is entering a period of accelerated growth consolidating three years of strong performance which saw the Foundation named Non-Government Organisation of the Year in 2020 and The Voice Projects Best Place to Work over the last three years.

Before applying we encourage you to learn more about our Mission and impact by reading our Annual Impact Report <https://lungfoundation.com.au/about/annual-reports/>

We operate from three offices: Brisbane, Sydney and Melbourne with a national footprint established by our support and research programs. We are committed to work life balance and flexibility in the workplace.

As our impact grows with increased government and community funding so does our team and our army of volunteer supporters.

SECTION 2

PURPOSE OF THIS ROLE

The Enrolled Nurse – Information and Support will join the Information and Support Centre team to provide up to date information, education, support and referral pathways for people impacted by lung disease and lung cancer. Responsibilities include:

- Provision of information, support and referral pathways to people impacted by lung disease and lung cancer via our Information and Support Centre telephone and email service
- Administration and support to Lung Foundation Australia's clinician-led telephone services including the Lung Cancer Support Nurse and Social Worker and the Respiratory Care Nurse service
- Planning and delivering patient education activity, such as webinars or written content
- Engaging with the Marketing and Communications team to connect people impacted by lung disease and lung cancer with Lung Foundation Australia programs, services and resources

This role will also include a dedicated focus on people living with lung cancer as part of a broader program funded through the Department of Health and Aged Care's Australian Cancer Nursing and Navigation Program (ACNNP). Lung Foundation Australia is an implementation partner of the ACNNP and has been funded to deliver a specialist lung cancer telehealth service to support the unique needs of people with lung cancer. The Enrolled Nurse – Information and Support, will work cohesively within the Information and Support Centre to progress internally and externally generated telehealth appointments and peer support connections as well as support the development of a new suite of LFA lung cancer consumer and health professional resources, including factsheets, webinars and website content.

SKILLS, QUALIFICATIONS AND KEY ATTRIBUTES REQUIRED (KEY SELECTION CRITERIA)

Qualifications

This role is ideally suited to an Enrolled Nurse who has completed appropriate training and is currently registered with AHPRA.

Experience

Required:

- At least 2 years' experience in an enrolled nursing position

Desirable:

- Experience in oncology, respiratory or palliative care nursing, counselling experience or previous experience working in an information and support role.

Knowledge and Skills

As the ideal candidate, your skills and attributes include:

- Highly developed interpersonal and verbal communication skills to communicate empathetically and effectively with people impacted by lung disease and lung cancer
- Sound written communication skills with the ability to review evidence-based resources and prepare consumer-focused content
- Ability to engage with external stakeholders such health professionals and ACNNP implementation partners, including McGrath All Cancer Nurses and Cancer Council Navigators to support patient engagement with the program
- Sound data collection practices to support reporting and the program evaluation framework
- Ability to provide education to the community and health professionals about the lung cancer programs and services at LFA
- Strong time management and organisational skills
- Proven ability to work autonomously and cross-functionally across teams
- Digital literacy with proficiency in Microsoft Office and confidence utilising client relationship management system such as Salesforce.

As part of your induction process you will be required to undertake the following:

- National Police Check

KEY AREAS OF RESPONSIBILITY AND PERFORMANCE INDICATORS

The major areas of work, organised as key areas of responsibility and performance indicators, are outlined in this section.

Key Areas of Responsibility	Performance Outcomes
Information and Support Centre	<ul style="list-style-type: none"> • Provide general information, support and referral pathway options via inbound enquiries to the free call helpline service. • Manage Information and Support Centre email enquiries and prepare written responses. • Deliver the outbound call protocol for people engaging with the Information and Support Centre via the EOI website form. • Offer relevant and specific resources and referral pathways within scope of the role. • Record relevant data for each Information and Support Centre interaction. • Contribute to the expansion of the peer support program via the Information and Support Centre.
Australian Cancer Nurse Navigation Program	<ul style="list-style-type: none"> • Triage Lung Cancer Support Nurse referrals according to defined protocol and support engagement with the service. • Administer referral pathways into LFA lung cancer services • Support promotion of LFA programs and services to external stakeholders – Cancer Council and All Cancer Nurses. • Organise meetings and appointments to support health professional engagement with LFA lung cancer programs, services and resources. • Support program administration requirements.
Facilitate Education Activity & Resource Development	<ul style="list-style-type: none"> • In conjunction with the Lung Cancer team, identify relevant topics to address with through education activities / resource development. • Participate in planning content development and education activities across a 12-month period.

	<ul style="list-style-type: none"> • Liaise with LFA staff, external health professionals and other expert speakers as require to support content development or education sessions (live and on-demand). • Liaise with Marketing and Communications team to promote sessions / resources.
Data Collection & reporting	<ul style="list-style-type: none"> • Complete accurate recording of data in LFA Customer Relationship Management (CRM) system. • Generates accurate CRM reports. • Undertakes cross checking processes to ensure data is accurate. • Completes general administration within the CRM.
Lung Cancer Multi-Disciplinary Team Meeting Map maintenance	<ul style="list-style-type: none"> • In conjunction with the Lung Cancer team, undertake an annual review and updated the Lung Cancer MDT's across Australia. • Update the LFA Lung Cancer MDT Directory in the CRM as needed and liaise with website manager to reflect changes.
Team contribution and effectiveness	<ul style="list-style-type: none"> • Positive contribution to team environment through the demonstration of behaviours that reflect Lung Foundation Australia values – BE FAIR. • Work in a consultative manner with the senior leadership team and in collaboration with broader team to achieve goals. • Work synergistically within and across teams of Lung Foundation Australia. • Regular cross-organisation communication of program activity. • Participation in Lung Foundation Australia events and meetings as required. • Compliance with Lung Foundation Australia values, policies, procedures and statutory obligations.
Workplace Health & Safety (WHS)	<ul style="list-style-type: none"> • Compliance with legislative and Lung Foundation Australia WHS Policy. • Ensure a safe working environment for self and others, including when working from home.

SECTION 3

REPORTING RELATIONSHIPS

This position reports to the Senior Manager, Information and Support and the Clinical Lead, Lung Cancer Support Nurses (Telehealth)

EXTERNAL RELATIONSHIPS

The Enrolled Nurse – Information and Support shall maintain external relationships with health professionals & organisations (e.g., lung cancer nurse coordinators, respiratory nurses, lung specialists, support group leaders, allied health organisations, cancer councils, etc).

SECTION 4

PERFORMANCE APPRAISALS

Performance review and career development discussions will take place six monthly with the Senior Manager, Information and Support and the Clinical Lead, Lung Cancer Support Nurses (Telehealth).

SECTION 5

ACCEPTANCE OF POSITION DESCRIPTION

This position description is intended to describe the general nature of the duties performed. It is not intended to be a complete list of all responsibilities, duties and skills required of the position. Other appropriate duties may be assigned that are not listed in the position description.

My signature below indicates that I have reviewed, accepted, and received a copy of this position description.

(Employee name)

Date