

Position Description

Position Title	Lung Cancer Support Nurse (Telehealth)
Location	Brisbane
Team	Consumer
Employment Status	Full-time
Award	Nurses Award 2020
Level	2
Reports to	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 Lung Cancer Support Nurse (Telehealth), is a newly created position within Lung Foundation Australia, 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. Lung Foundation 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 Lung Cancer Support Nurse (Telehealth) is a highly qualified thoracic oncology nurse responsible for providing evidence-based information and support, referral pathways and education via

telehealth (telephone or video) to lung health professionals and people living with lung cancer, their carers and families. The lung cancer support nurse will work cohesively with the Information and Support Centre to progress internally and externally generated telehealth appointments 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.

The Lung Cancer Support Nurse (Telehealth) will also be involved in the provision of appropriate patient support services for Australians living with lung cancer. These services include supporting the delivery of regular online support groups or other appropriate models of peer support and offering referral pathways for patients/carers to appropriate supportive care within Australia.

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

Qualifications

This role is ideally suited to a Registered Nurse who has completed a Bachelor of Nursing and is currently registered with AHPRA.

Experience

At least 5 years' experience in Oncology Nursing. Experience in Lung cancer nursing is essential. Counselling experience is desirable. Previous experience working in an information and support service / helpline highly desirable.

Knowledge and Skills

As the ideal candidate, your skills and attributes include:

- Advanced knowledge of lung cancer, the lung cancer optimal care pathway and the health needs of people impacted by lung cancer across the continuum of care, from pre-diagnosis, through diagnosis and treatment, to survivorship and end of life care.
- Highly developed written and verbal communication skills, with the ability to communicate empathetically and effectively to a range of different audiences.
- Demonstrated ability to develop patient or health professional resources (printed and digital), such as factsheets, blogs, flyers, website material.
- Excellent interpersonal skills, with the ability to build relationships across a diverse range of stakeholders, internally and externally.
- Ability to design and deliver lung cancer in-service education to health professionals and promote LFA's services/programs.
- Motivational Interviewing Skills.
- Sound data collection practices and ability to participate in evaluation reporting
- Understanding of medical professional etiquette and research ethics including matters of privacy and confidentiality.
- Ability to facilitate online support group meetings in an empathetic and responsive manner.

- Ability to provide education to the community and health professionals in lung cancer and LFA services/programs
- Proven ability to work autonomously and cross-functionally across teams.
- Strong time management and organisation skills.
- Digital literacy with proficiency in Microsoft Office and confidence utilising client relationship management system such as Salesforce.
- Ability to travel interstate to other office locations as required.

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
Program Objectives	<ul style="list-style-type: none"> • Deliver the LFA Lung Cancer Support Nurse (LCSN) Telehealth Service, as per ACNNP contractual agreement with Department of Health and Aged Care (DOH). • Collaborate with ACNNP partners, McGrath Foundation and Cancer Council, to enhance referral pathways between program streams, including All Cancer Nurses (ACNs) and Cancer Council Navigators (CCNs). • Support the evaluation of the LCSN Telehealth Service and the ACNNP, through accurate data collection and collation of patient/ carer / health professional case studies and service feedback.
Respond to patient/carer telephone enquiries for medical support and information	<ul style="list-style-type: none"> • Deliver LCSN telehealth service to patients, carers and health professionals as required. • Provide timely telehealth support (via telephone or video) to lung cancer consumers and health professionals, requesting information and support. • Support lung cancer patients to self-manage underlying respiratory disease - e.g., COPD. • Provide evidence-based information to assist the patient in understanding their illness and to self-manage their condition. • Provide lung cancer consumer referral pathways options, to relevant health professionals, organisations, and services.

	<ul style="list-style-type: none"> • Participate in program data collection and evaluation reporting. • Manage patient/carer referrals between ACNNP partners, including McGrath All Cancer Nurses (ACNs) and Cancer Council Navigators (CCNs). • Promote LFAs LCSN telehealth service to consumers, health professionals and program partners (ACNs CCNs), through outbound calls, in-service education and conference presentations. • Demonstrate a high level of interpersonal skills – e.g., active-reflective listening, empathy and motivational interviewing skills. • Demonstrate a high level of specialised oncology nursing experience and clinical knowledge. • Support LFA lung cancer resource development/updates.
Online Lung Cancer Support Group for patients nationwide	<ul style="list-style-type: none"> • Support and/or facilitate lung cancer online support group meetings for consumers – nationwide. • Liaise and network with health professionals through the Lung cancer MDT directory for patient referral pathways to promote the support groups. • Build rapport and trust with patients, carers and family members.
Lung Cancer MDT Map maintenance	<ul style="list-style-type: none"> • Undertake an annual review/ check of the Lung Cancer MDT's across Australia. • Update the LFA Lung Cancer MDT Directory as needed.
Liaise with Health Professionals/ program partners.	<ul style="list-style-type: none"> • Develop and maintain key networks with lung health professionals e.g., lung cancer and respiratory nurses, respiratory specialists, oncologists, radiation oncologists, surgeons, allied health, and primary care), consumers, program sponsors and partners, to help deliver patient support services and educational resources. • Identify opportunities to support lung cancer nurses in professional care of lung cancer patients, their carers, and family members. • Deliver in-service education to lung health professionals, including ACNNP partners, to support their lung cancer knowledge and understanding as well as promote LFA lung cancer programs, services, and resources.

	<ul style="list-style-type: none"> • Support the delivery of Australia and New Zealand Lung Cancer Nurses Forum annual education activities, including webinars, newsletters, and conference workshops.
Awareness / Advocacy	<ul style="list-style-type: none"> • Raise awareness of LFA resources and support care services to consumers including printed and web-based resources. • Support patients and/or carers in advocating on matters relating to lung cancer. • Work with patients and volunteers to build their capacity to advocate. • Work with patients and volunteers to build community awareness – e.g., at Oncology Nurses conferences, community seminars.
Risk Management	<ul style="list-style-type: none"> • Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, employees, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Lung Foundation Australia's Quality and Risk Management System.
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 Clinical Lead, Lung Cancer Support Nurses (Telehealth).

EXTERNAL RELATIONSHIPS

The Lung Cancer Support Nurse (Telehealth) shall maintain external relationships with lung health professionals and organisations (e.g., lung cancer and respiratory nurses, lung cancer specialists, support group leaders, allied health organisations, cancer not for profit organisations and cancer councils, etc).

SECTION 4

PERFORMANCE APPRAISALS

Performance review and career development discussions will take place six monthly with the Senior Program Manager Specialist Lung Cancer Nurses.

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