

Position Description

Position Title	Lung Cancer Specialist Nurse - Telehealth
Location	Brisbane
Team	Consumer
Employment Status	Part-time Fixed Term 12-months Parental Leave Cover (0.8 FTE)
Award	Nurses Award 2020
Level	2
Reports to	Clinical Lead, Lung Cancer Specialist Nurses (Telehealth)
Direct Reports	Nil
Version	September 2026

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 Mission

Healthy lungs for all.

Our Vision

To lead lung health and transform lives through impactful programs, policy, campaigns, and research.

Our Values

Our values underpin everything we do:

- **Trusted:** We are a credible, evidence-based authority in lung health, disease and cancer.
- **Excellence:** We set the standard through expertise, leadership and innovation, striving every day for the highest quality in everything we do.
- **Impact-driven:** We create meaningful, lasting impact in lung health, with a commitment to equity and addressing disparities.
- **Collaborative and inclusive:** We listen deeply, value lived experience and work together for better outcomes.

- **Curious and innovative:** We embrace new ideas, challenge the status quo, and remain responsive and adaptable in a changing world.
- **Empathetic and fair:** We approach our work with care, compassion and fairness, and a deep understanding of those we serve.

Our Strategic Priorities

1. Promote lifelong lung health and prevent disease
2. Advance lung health equity
3. Support people to live well with lung disease
4. Drive life-changing research and innovation

OUR TEAM

Lung Foundation Australia is an award-winning profit for purpose organisation and national peak health and advisory body for lung health. We are proud to be an Employer of Choice, recognised for our commitment to staff wellbeing, inclusion and shared sense of purpose.

Following significant growth in brand, influence, funding, and reach, we have entered a bold new chapter with our 2026–2030 Corporate Plan. This plan builds on more than three decades of impact and outlines an ambitious agenda to embed lung health as a national priority, expand our reach, and improve outcomes for all Australians.

Our strong performance has been recognised nationally with awards including:

- Non-Government Organisation of the Year – 2020 & 2024
- The Voice Project's Best Place to Work – 2020, 2021, 2023, 2024 and 2025

We operate from offices in Brisbane, Sydney, and Melbourne with a national footprint supported by a growing network of staff and volunteers. We are committed to work-life balance, flexibility, and an inclusive workplace culture.

Over the next five years, we will:

- Expand into new offices and priority regions
- Double our workforce to meet demand
- Launch new programs, research initiatives, and advocacy campaigns that deliver measurable impact

Before applying, we encourage you to learn more about our Mission and impact by reading our [Annual Impact Report](#).

SECTION 2

PURPOSE OF THIS ROLE

The Lung Cancer Specialist Nurse - Telehealth, is 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 Specialist Nurse - Telehealth is a highly qualified oncology nurse responsible for providing evidence-based information and support, referral pathways and education via telehealth (telephone, video, or live chat) to lung health professionals and people living with or being investigated for lung cancer, their carers and families.

The Lung Cancer Specialist 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.

The Lung Cancer Specialist Nurse will work cohesively as part of the Lung Health Helpline and Lung Cancer Screening Helpline to answer initial enquiries and 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.

Additionally, the role fulfils Respiratory Care Nurse duties and is responsible for the delivery of a telephone-based service which supports and guides people living with chronic lung disease to improve their knowledge, confidence and skills around evidence based manage practices. will also be involved with the provision of other appropriate patient support services for Australians living with lung disease.

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

Qualifications

Registered Nurse who has completed a Bachelor of Nursing and is currently registered with AHPRA.

Experience

Substantial oncology nursing experience, ideally 5 years or more, with demonstrated lung cancer nursing experience 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.
- Contribute to the development or review of patient or health professional lung cancer resources
- Excellent interpersonal skills, with the ability to build relationships across a diverse range of stakeholders, internally and externally.
- 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 provide an empathetic and responsive presence during online support group meetings when a peer support coordinator or group leader is unavailable, helping maintain group continuity and re-engage participation as needed. Ability to provide education to the community and health professionals in lung cancer and LFA services/programs including the design and delivery of lung cancer in-service education to health professionals and promote LFA's 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 and data entry platforms.

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 enquiries	• Offers general information and support through a free call service but does not provide medical advice or counselling. • Manages email enquiries. • Offer specific resources and referral pathways within scope of the role. • Offer follow up interactions. • Follow the outbound call protocol for people engaging with the service via EOI forms.

Program Objectives (Lung Cancer)	• Deliver the LFA Lung Cancer Specialist 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.
Program Objectives (lung disease)	• Provide a series of timely telephone / videoconference support to people living with chronic lung disease via the established Respiratory Care Nurse service. This will include the identification of treatment and management gaps according to evidence-based guidelines via a longitudinal nurse-administered questionnaire and the provision of tailored information and education to assist to improve their knowledge, confidence and skills to manage their condition. Delivering education and support may be to individuals or within a group setting. • Demonstrate a high level of specialised clinical respiratory knowledge and nursing experience. • Deliver the service according to documented scope, policy and procedure, including relevant administrative tasks. • Consistently collect relevant data in a timely manner for the purposes of program evaluation and continuous quality improvement • Participate in continuous quality improvement processes for the Respiratory Care Nurse service, including self-directed learning and skill development with the support of the Senior Respiratory Care Nurse. • Identify opportunities and strategies to promote the service to Lung Foundation Australia's network and the broader community. • Engage with the Marketing and Communications team to produce promotional material for the Respiratory Care Nurse service.

Respond to patient/carer's telephone and online enquiries for medical support and information	• Deliver Lung Cancer Specialist Nurse telehealth service to patients, carers and health professionals as required. • Support lung cancer patients to self-manage underlying respiratory disease - e.g., COPD. • Provide timely telehealth support through the Lung Health Helpline or the Lung Cancer Screening Helpline (via telephone, video or live chat) to consumers affected by lung cancer or lung diseases and health professionals requesting information and support. • Support the delivery of Respiratory Care Nurse telehealth service once competent in delivering the Lung Cancer Specialist Nurse telehealth service • Provide timely and informative responses to enquiries about lung cancer or lung diseases through webform or email enquiries • Provide evidence-based information to assist the patient in understanding their lung cancer or lung disease and to self-manage their condition. • Provide consumer referral pathways options, to relevant health professionals, organisations, and services. • Participate in program data collection and evaluation reporting. • Manage patient/carer referrals from LFA Specialist Lung Cancer Nurses, Health Professionals, and 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.
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Program Support for ACNNP, National Lung Cancer Screening, and other cross team projects	• General support of program/project deliverables, including but not limited to portfolio lead, administrative support, communication, data management, logistics coordination, and quality assurance as required • Support LFA lung cancer resource development/updates. • Demonstrate ability to stay focused and productive amid shifting priorities
Online Lung Cancer Support Group for patients nationwide	• Support and/or facilitate lung cancer online support group meetings for consumers – nationwide. • Build rapport and trust with patients, carers and family members.
Lung Cancer MDT Map maintenance	• Undertake an annual review of the Lung Cancer MDTs across Australia and update as needed • Liaise and network with health professionals through the Lung Cancer MDT directory for patient referral pathways to promote telehealth support groups.
Liaise with Health Professionals/ program partners.	• 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. • Support the delivery of Australia and New Zealand Lung Cancer Nurses Forum annual education activities, including webinars, newsletters, and conference workshops.
Awareness / Advocacy	• 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 and to build community awareness – e.g., at Oncology Nurses conferences, community seminars.

Risk Management	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	- Positive contribution to team environment through the demonstration of behaviours that reflect Lung Foundation Australia values - Engage in service quality improvement initiative - 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)	- 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 Specialist Nurse – Telehealth.

EXTERNAL RELATIONSHIPS

The Lung Cancer Specialist 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 Clinical Lead, Lung Cancer Specialist 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 signature)

Date