

## Position Description

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### Myeloma Support Nurse

<b>Location</b>	WA
<b>Employment Type</b>	Part time (22.8 hours per fortnight)
<b>Reporting To</b>	Support Nurse Managers and Chief Executive Officer

### Purpose of Position

The purpose of this position is to deliver Myeloma Australia's four primary programs (outlined under key accountabilities) within professional guidelines and with strict regard to privacy, legislation and confidentiality.

It is not intended that this position description limits the scope of this position in any way but to give an overview of this role at Myeloma Australia. There may be a requirement at times to work on other tasks and areas as directed by management.

### Key Accountabilities

#### ***Myeloma Australia's four primary programs being;***

1. Telephone Support Line - to provide support and assistance to patients, relatives and carers by way of telephone contact. These duties are confined to the provision of information about myeloma and/or the making of appropriate referrals relating to myeloma related matters. The duties are conducted in conjunction with the other Myeloma Support Nurses throughout Australia.
2. Myeloma Workshops and Seminars Program - to help organise, plan and present at patient and carer workshops and seminars within (state)
3. Myeloma Information and Support Group Program - to provide guidance and support to the metropolitan and regional support groups
4. Myeloma Education of Health Professionals Program -to deliver myeloma related educational presentations for health professionals within (state) as required.

In respect to these four programs the incumbent will be required to;

- i) Follow the guidelines defined in the Standard Operating Procedures and Policies Manual
- ii) Monitor progress on the conduct of each program

Further to and elaborating upon the objectives listed above:

- Respond directly to all who contact Myeloma Australia with information about myeloma relating specifically to an enquirers particular condition
- Attend meetings as required
- Co-ordinate, attend and assist to facilitate arrangements for the four primary programs above
- Subject to issues of privacy legislation and confidentiality, inform people affected by myeloma of the services offered by Myeloma Australia
- Contact relevant health professionals to explain the objectives of Myeloma Australia and seek their comments and contributions
- Review the internet and other communication sources to alert the Nurse Manager and/or National Nurse Managers of significant issues relating to myeloma
- Issue a bi-monthly report to the Nurse Manager copied to the CEO detailing progress on the performance of programmes. This report will be included with agenda papers for distribution to all members of the Services Committee
- Facilitate linkages and networks. In particular to liaise with:
  - Myeloma Support Nurses in other states
  - Patients with myeloma, their families and carers
  - Haematologists and oncologists
  - General practitioners and other health professionals
  - The Cancer Council in your state
  - Leukaemia Foundation of Australia
  - Other relevant organisations

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### Key Performance Indicators

- Completing work within specified time frames.
- Timely and effective delivery of customer service.
- Meeting any agreed performance indicators within agreed timelines

### Key Relationships

- State Nurse Manager
- National Nurse Managers
- Chief Executive Officer
- MSAG members based in your state

### Knowledge, Skills & Experience

- |   |           |
|---|-----------|
| • Comprehensive understanding of cancer with special emphasis on myeloma  | Essential |
| • Experience in dealing with patients, carers and health professionals  | Essential |
| • Ability to refer patients to appropriate information and support services   | Essential |
| • Ability to work across boundaries   | Essential |
| • Understanding and appreciation of medical profession etiquette and research ethics including matters of privacy and confidentiality | Essential |
| • Computer skills including use of Microsoft Office and databases   | Essential |

### Qualifications

Division 1 registered nurse with at least five years experience in haematology/oncology related matters	Essential
Post graduate experience	Highly desirable

### Personal Attributes

- **Communication** – communicates effectively and empathetically at all levels.
- **Strategic Approach** – Ability to determine and articulate an approach to achieve a specific outcome, considering ambiguities, difficulties, obstacles, changing circumstances, and consequences.
- **Relationship Building** – Builds trust through consistent actions, values and communications and establishes and maintains relationships with people at all levels.
- **Detailed Focus** – Looks for logical sequencing in information and identifies gaps and proactively resolves these.
- **High level of Integrity** – Ability to conduct behaviour in the manner consistent with Myeloma Australia's Code of Conduct.

### Other Requirements

The position holder must:

- Hold a current drivers licence and have access to a car
- Satisfactorily complete police background, reference and probity checks.

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Approval	Name	Signed	Date
Chief Executive Officer	Steve Roach		20 October 2020

Name \_\_\_\_\_ Date \_\_\_\_\_