## Position Description

| | |
|---|---|
| **Position title** | Clinical Support Nurse |
| **Department / Division** | Nursing Education / Nursing Services |
| **Classification** | CLINICAL SUPPORT NURSE QRED 1<br>(RN28) |
| **Position reports to** | Operational: Nursing Education Coordinator<br>Professional: Nursing Education Coordinator |
| **No. of direct & indirect reports** | N/A |
| **Location** | The Royal Children's Hospital, Flemington Road, Parkville |
| **Risk category** | A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids. |

| **The Royal Children's Hospital** |
|---|
| The Royal Children's Hospital's (RCH) vision is *A world where all kids thrive*.<br><br>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.<br><br>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of $850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.<br><br>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.<br><br>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au |

## ROLE CONTEXT

The Clinical Support Nurse (CSN) plays a key role in delivering high-quality education and fostering professional development and acquisition of skills and knowledge-based competence and confidence across the RCH nursing workforce. They are a role model of excellence in clinical practice and lifelong learning. Working collaboratively across teams, the CSN fosters innovation, supports educational initiatives, contributes to health system optimisation, and supports evidence-based practice in alignment with national standards.

## ROLE PURPOSE

The Clinical Support Nurse (CSN) is responsible for providing expert guidance, support, and education to nursing staff to enhance clinical practice and patient outcomes. The CSN works in collaboration with nursing leadership to identify learning needs and provide facilitated learning to develop high quality clinical care skills with staff. The CSN is an advanced clinical nurse who stimulates enquiry, reflection, and the use of evidence in clinical practice to promote excellence in family centred care and clinical practice change.

## KEY ACCOUNTABILITIES

**Clinical Practice**

- Provide clinical guidance, support and mentorship to nursing staff to ensure safe, high-quality care delivery
- Act as a resource for clinical care, ensuring alignment with evidence-based recommendations
- Facilitate the implementation of clinical procedures, and guidelines to ensure alignment with best practices and regulatory requirements
- Maintain records of unit education to monitor compliance and improve care standards
- Support the delivery of professional development, study days and/or educational activities, in collaboration with other members of the Nursing Education team
- Demonstrate advanced knowledge of EMR applications and learning technologies

**Optimising Health Systems**

- Collaborate with leaders and managers to identify and address education needs and develop a unit-based education plan to support clinical workflows
- Support the integration of new technologies and systems to improve nursing practice and patient care delivery
- Participate in quality improvement initiatives to optimise healthcare delivery and efficiency

**Education**

- Support the planning, delivery, and evaluation of structured education programs for nursing staff
- Work collaboratively with clinical educators to deliver tailored education sessions based on staff development needs and organisational priorities
- Support the professional development of nurses across the career span through structured learning pathways

- Develop learning resources and provide staff access to relevant education and training tools, both face-to-face and online
- Evaluate education initiatives using feedback and outcome measures to ensure continuous improvement and alignment with clinical requirements
- Demonstrate reflective practice strategies in a supportive learning environment
- Support completion of clinical assessments and empower nurses in clinical decision making

**Research & Improvement**

- Promote evidence-based practice by incorporating the latest research into educational content
- Encourage and support staff participation in research projects and quality improvement initiatives
- Engages in education and research projects through presentations and workshops.

**Professional Leadership**

- Act as a key advocate for professional development and continuous learning within the nursing workforce
- Role model cultural safety and maintains a psychologically safe environment for optimal learning
- Provide feedback to staff which is specific, supportive, non-judgemental, timely and reflective to foster a culture of learning and growth
- Act as a positive role model for all staff in areas of education and professional development
- Ensures effective and timely communication with the Education Team, CNEs, NUMs, clinical staff, patients and families

## QUALIFICATIONS AND EXPERIENCE

**Essential**

- Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia (NMBA) administered though the Australian Health Practitioner Regulation Agency (APHRA)
- Demonstrated commitment to ongoing personal and professional development, as evidenced in a Continuing Professional Development (CPD) record/Professional Practice Portfolio
- Demonstrated understanding and experience of adult learning and learning management systems
- Extensive acute paediatric clinical experience
- Postgraduate certificate/diploma in Paediatrics or relevant specialty area
- Preceptorship experience and knowledge

**Desirable:**

- Clinical Nurse Specialist within relevant area
- Postgraduate certificate/diploma in Clinical Education (or willing to work towards)

## KEY SELECTION CRITERIA

- Demonstrated advanced clinical skills and experience in a paediatric healthcare setting or specialty area
- Proven ability to provide expert advice and support to nursing staff in a clinical environment

- Proven experience in delivering small group teaching and group presentations
- Ability to assess clinical competencies and provide constructive feedback to support staff development
- Proven ability to tailor education sessions to meet the needs of diverse learners
- Excellent verbal and written communication skills, with the ability to build rapport and foster positive working relationships
- Strong presentation skills with an ability to engage and inspire learners
- Demonstrated skills in developing and evaluating educational programs

**OTHER REQUIREMENTS**

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

**IMPORTANT INFORMATION**

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

**RCH COMPACT**

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

**QUALITY, SAFETY AND IMPROVEMENT**

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

| | |
|---|---|
| **Position description last updated** | **August 2026** |