



PALLIATIVE SUPPORT CLINICIAN



Position Title:	PALLIATIVE SUPPORT CLINICIAN		
Industrial Instrument:	Eastern Palliative Care Ltd Allied Health Employees Enterprise Agreement 2024	Department:	Allied Health
Responsible To:	Allied Health Leader	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 3

*Eastern Palliative Care Ltd. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area within a value based health care framework.
All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Purpose and Values.*

Our Purpose:

*Our clients live with the best quality of life, before dying in their place of choice.
Our clients, their families and carers are supported according to their needs and choices.
Our resources are managed wisely and sustainably to provide value for the community.*

Our External Values:

Compassion - Empathy for others in their end of life experience by listening, accepting and actively responding to their needs
Dignity - Upholding the unique personality, situation, and choices of people, valuing their lives in the face of death, and respecting their rights.
Excellence - Delivering evidence-based quality care, underpinned by ethical practice, research and leadership.
Empowerment - Building trust with people, that puts them at the centre of decision-making and enables control and choices

Our Internal Values:

Compassion

I contribute to being part of a respectful workplace with a culture of supporting and caring for each other, as teams and colleagues.

Dignity

I value everyone's contribution and am able to have difficult conversations that show respect for and acceptance of our differences.

Excellence

I help support a culture of continuous improvement within the organisation at every level, including having a positive attitude, and an appetite to learn and grow.

Empowerment

I value other people's opinions. I practise timely two-way communication that aims for clarity and honesty to encourage a culture of trust and transparency. I take opportunities to be involved with planning and strategizing, to help myself and my team perform at our best.

Equity and Access: *EPC is committed to equal opportunity, social justice, cultural diversity, and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients, and we aim to create an inclusive work and healthcare environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

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The Palliative Support Clinician provides psycho-social support and spiritual care to clients and those involved in their care within an interdisciplinary team model.

Usual working hours Monday to Friday, however, occasional on-call may be required. Clinical supervision is provided by the Allied Health Leader.

Essential Education Qualifications/Competencies:

- Tertiary Qualification within the field of Social Work, Psychology or Counselling.
- Current knowledge of loss grief and bereavement issues.
- Well-developed interpersonal and written communication skills.
- Moderate Computer literacy (Microsoft suite).
- Current Victorian driver's licence, good driving record and willingness to use own vehicle in accordance with EPC Policy and Process.
- Police Check and Working with Children Check.
- Eligibility for membership or registration with relevant professional bodies, as follows respectively:
 - Australian Association of Social Workers (AASW)
 - Australian Health Practitioner Regulation Agency (AHPRA)
 - Psychologists Registration Board of Victoria (registered as a psychologist)
 - Australian Psychological Society (APS)
 - Australian Counselling Association (ACA)
 - Psychotherapy and Counselling Federation of Australia (PACFA)

Desirable Qualifications/Competencies:

- Ability to work with a high level of independence and autonomy.
- High level organisation and time management skills.
- Previous experience in palliative care or community health setting.
- Group facilitation skills.

Key Results Areas:

1. Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management.
2. Ability to conduct psycho-social-spiritual assessment, intervention, planning and evaluation.
3. Provide Counselling to meet the needs of clients and their carers/families.
4. Manage group facilitation and client advocacy.
5. Participate in, and contribute to, the interdisciplinary team.

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6. Utilise culturally appropriate communication and strategies.

Key Result Area 1	Demonstrates a commitment to quality, safety and risk management
	1.1 Takes responsibility for own health and safety and that of others who may be affected by workplace conduct. 1.2 Ensure all incidents including near misses are reported as soon as practicable in Helpmaster. 1.3 Actively participate in meetings to discuss risk management and other health and safety initiatives and complete all mandatory training and competencies. 1.4 Engage and foster evidence based best practice and continuous quality improvement processes, including but not limited to Value Based Health Care.
Key Result Area 2	Ability to conduct psycho-social- spiritual assessment, planning, intervention and evaluation
	2.1 Conduct psycho-social-spiritual assessments of palliative clients and those involved in their care. 2.2 Assist clients, and their care providers, to identify their ongoing care needs and develop interventions to meet these needs. 2.3 Ability to provide, or source, culturally appropriate religious support, ritual and worship when needed. 2.4 Ability to introduce and facilitate discussions regarding all aspects of Advanced Care Planning, while discerning individual, family and cultural sensitivities. 2.5 Ability to advocate on behalf of clients, carers / families in a broad range of settings, including discharge planning. 2.6 Refer clients and their care providers to programs within EPC and facilitate referrals to relevant external service providers as needed. 2.7 Conduct psycho-social-spiritual assessments of bereaved clients, identifying client resources and risk factors, to determine the level of follow up required. 2.8 Participate in and contribute to the interdisciplinary client review meetings and handover.
Key Result Area 3	Counselling to meet the needs of clients and those involved in their care
	3.1 Provide opportunities to explore issues and emotions, in relation to the current circumstances, with a view to increasing awareness and building capacity. 3.2 Invite spiritual exploration and work respectfully with what is sacred to the individual. 3.3 Facilitate problem solving and the development of coping strategies. 3.4 Refer clients to relevant health professionals and other specialist services as needed. 3.5 Provide education about normal grief processes and assess individual/family functioning within the context of current bereavement theories. 3.6 Provide counselling in both the palliative and bereavement phases of care.

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Key Result Area 4	Manage group facilitation, mediation and conflict resolution
	4.1 Willingness to co-facilitate and evaluate group programs. 4.2 Facilitate family meetings and attend discharge planning meetings as needed. 4.3 Demonstrated skills in mediation and conflict resolution.
Key Result Area 5	Participate in, and contribute to, the interdisciplinary team
	5.1 Demonstrate ability to communicate clearly with colleagues, both verbally and via the PalCare record. 5.2 Willingness to share knowledge, resources and expertise within the team and undertake joint visits with colleagues as needed. 5.3 Respond to immediate issues in relation to clients when colleagues are not available. 5.4 Demonstrate ability to respond to other team members need for emotional support, debriefing and feedback on an informal basis. 5.5 Provide support and encouragement of self-care practices within the team. 5.6 Accept responsibility for planning various activities and leading the Reflection on Team Day along with other colleagues. 5.7 Positively contribute to the maintenance of an environment that promotes integrity, respect, safety and security for all individuals within the team and wider organisation.
Key Result Area 6	Effective and efficient management of own workload to include indirect activities
	6.1 Complete clinical records in a timely, professional manner that meets statistical reporting requirements. 6.2 Recognise opportunities for the development of research and quality initiatives including new service programs. 6.3 Actively participate in supporting internal and external committees. 6.4 Contribute to the regular revision of written resource material. 6.5 Accept responsibility for the supervision of tertiary students as delegated by the Allied Health Leader. 6.6 Able to review own work performance, identify learning needs and access opportunities for development via performance appraisals. 6.7 Willingness to contribute to own professional development via individual and group supervision, Team Days, Forums and other training opportunities. 6.8 Effective and efficient management of own workload inclusive of indirect activities. 6.9 Other duties as directed.



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Key Result Area 7	Utilise culturally appropriate communication and strategies
	7.1 Demonstrates a positive regard for all cultures. 7.2 Responds to others in a non-judgmental and non-evaluating manner. 7.3 Demonstrates the ability to adapt clinical interventions to meet specific cultural needs as appropriate.

Date Reviewed:

April 2025