



Maryborough District Health Service

'To be a dynamic provider of quality, customer focused, health and community services'

Position Description

| | |
|---------------------|---|
| DESIGNATION: | After Hours Coordinator |
| REPORTS TO: | Executive Director of Nursing |
| AWARD: | Nurses (Victorian Health Services) Award 2000 |
| HOURS: | As Rostered |

POSITION PURPOSE

The After Hours Coordinator:

- Has direct operational responsibility and accountability, in collaboration with all clinical teams, to coordinate an effective centralised bed management system that proactively manages Resident patient access/flow and bed occupancy ensuring a smooth transition of elective and emergency patients across the service with minimal delays.
- Is responsible for operationalising the patient flow on a day to day basis, actively managing demand patterns and resolving short term issues as they arise in consultation with appropriate personnel.
- Liaises with Nursing Directors and Nurse Unit Managers to ensure that staffing resources are appropriately matched to occupied beds.
- Supports the clinical teams to predict, plan and manage the daily flow of patients throughout the organisation.
- Maintains a management style that involves communication, collaboration and consultation with all members of the health team and relevant others.
- Promotes Maryborough District Health Service as a strategically led organisation with a genuine commitment to a culture of continuous improvement.

KEY RESULTS AREAS

To competently perform in this position, the person should possess the knowledge, skills and experience based upon the following Key Result Areas and Performance Indicators as per site requirement.

| Key Result Area 1 | Performance Indicators |
|---|---|
| <p data-bbox="269 174 565 233">Patient Flow and Clinical Bed Management</p> <p data-bbox="269 264 542 470">Establishes and implements patient flow practices to ensure effective and efficient facilitation of patient movement across the organisation</p> | <ul data-bbox="597 174 1347 995" style="list-style-type: none"> • Maintain a global view of organisational priorities related to patient flow and efficient management of beds • Liaise with external and regional agencies to ensure timely response to admission/transfer of patients • Ensure frequent and timely communication with clinical units regarding bed status • Actively match staffing requirements on a daily basis to activity and occupancy levels • Maintain timely and collaborative relationships within the nursing directorate • Maintain awareness and utilisation of tools/processes to facilitate effective patient flow • Develop strategies in conjunction with clinical and non clinical teams in order to improve patient flow practices and processes • Ensure a seamless transition of information to the Patient Flow Coordinator - After Hours, Associate Director of Nursing and Executive Director of Nursing • Foster communication and collaborative relationships with Residential Aged Care Facilities |
| Key Result Area 2 | Performance Indicators |
| <p data-bbox="350 1062 493 1087">Admissions</p> <p data-bbox="269 1125 558 1436">Demonstrates awareness and compliance in maximising patient flow across the organisation and compliance with Emergency Access Program, maximising opportunities to achieve all</p> | <ul data-bbox="597 1062 1341 1381" style="list-style-type: none"> • Ensure timely communication with the Nurse in Charge of the shift Urgent Care Centre and prioritises of admissions according to bed availability • Consider alternative options to admission and promote effective discharge planning • Monitor delays in transfer of patients from Urgent Care Centre following bed allocation and address issues with relevant personal |
| Key Result Area 3 | Performance Indicators |
| <p data-bbox="318 1503 526 1562">Human Resource Management</p> <p data-bbox="269 1600 565 1814">Demonstrates application of knowledge to support quality health care, a competent workforce and a satisfying work environment for staff</p> | <ul data-bbox="597 1503 1354 1646" style="list-style-type: none"> • Ensure performance counselling and discipline is managed within Maryborough District Health Service framework • Ensure close working relationships and collaboration with the Casual staff model |

| Key Result Area 4 | Performance Indicators |
|---|---|
| <p data-bbox="261 174 565 201">Business Management</p> <p data-bbox="261 237 565 541">Demonstrates leadership and management skills and application of knowledge to develop, monitor and operate within the agreed nursing budget for the service and the organisation's Financial Management framework</p> | <ul data-bbox="589 205 1321 373" style="list-style-type: none"> <li data-bbox="589 205 1321 268">• Ensure patient flow is consistent with meeting organisational Key Performance Indicators and Targets <li data-bbox="589 310 1321 373">• Work within the .Delegations of Authority consistent with the role |
| Key Result Area 5 | Performance Indicators |
| <p data-bbox="261 615 565 642">Clinical Governance</p> <p data-bbox="261 678 565 987">Demonstrates understanding, application of knowledge and implementation of the organisation's clinical governance framework to ensure the provision of high quality health care through continuous improvement</p> | <ul data-bbox="589 615 1341 1377" style="list-style-type: none"> <li data-bbox="589 615 1341 678">• Actively promote and participate in quality improvement activities <li data-bbox="589 720 1341 804">• Ensure understanding and compliance with Maryborough District Health Service integrated Risk Management Framework <li data-bbox="589 846 1341 909">• Identify and analyse clinical risk through incident reporting and record review <li data-bbox="589 951 1341 1035">• Promote consumer and community feedback and involvement in improvements in care and service delivery within the organisation <li data-bbox="589 1077 1341 1140">• Participate in the investigate complaints as required and implementation of strategies to prevent reoccurrence <li data-bbox="589 1182 1341 1266">• Ensure compliance and participation in Maryborough District Health Service Governance Documentation Framework <li data-bbox="589 1308 1341 1377">• Promote ACHS Evaluation and Quality Improvement program and actively participate in preparation for organisational accreditation surveys |
| Key Result Area 6 | Performance Indicators |
| <p data-bbox="261 1444 565 1472">Learning Organisation</p> <p data-bbox="261 1507 565 1787">Demonstrates commitment to personal and professional development of casual nursing staff and ability to lead and develop a diverse clinical team and participate as an active member of a team</p> | <ul data-bbox="589 1476 1300 1797" style="list-style-type: none"> <li data-bbox="589 1476 1300 1539">• Maintain and promote awareness of legal and ethical implications of nursing practice <li data-bbox="589 1581 1300 1665">• Maintain currency of knowledge and expertise through attendance and participation in relevant courses, conference, seminars and educational opportunities <li data-bbox="589 1707 1300 1797">• Participate in the review of ones own professional development annually, or at intervals as deemed necessary by the Executive Director of Nursing |

| Key Result Area 9 | Performance Indicators |
|--|--|
| <p data-bbox="337 170 500 233">Information Management</p> <p data-bbox="261 264 573 485">Demonstrates knowledge and application of skills to ensure the organisation's information management goals are met</p> | <ul data-bbox="597 170 1349 674" style="list-style-type: none"> • Demonstrate ability to operate PC based software packages confidently, with understanding of Microsoft Office and the organisations Health Information Management system • Participate in the organisations approach to planning, implementation and management of information and communication technology • Participate in information and data management collection systems to assist in meeting both operational and strategic needs of the organisation • Demonstrate ability to critically analyse and effectively utilise data management systems to support and improve care and service delivery |
| Key Result Area 10 | Performance Indicators |
| <p data-bbox="326 743 508 806">Organisational Expectations</p> <p data-bbox="261 837 548 1089">Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees, consumers and visitors</p> | <p data-bbox="597 743 899 774">Facilities and Equipment</p> <ul data-bbox="639 779 1341 1129" style="list-style-type: none"> • Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times • Responsible for the reporting of any malfunctioning equipment and/or facility to the appropriate line manager • Dispose of waste promptly and according to Maryborough District Health Service Waste Management Policy • Ensure the safe and economical use of all resources both clinically and organisationally <p data-bbox="597 1131 984 1163">Occupational Health and Safety</p> <ul data-bbox="639 1167 1349 1545" style="list-style-type: none"> • Perform role in a safe manner by adhering to Maryborough District Health Service Occupational Health and Safety Policies, regulations and agreed safe work procedures, and report immediately any potential hazards and/or incident occurring in the workplace • Adhere to Infection Control policies and procedures as identified in the Maryborough District Health Service Infection Control Manuals • Adhere to emergency procedures as detailed in Emergency Procedure Manual • Ensure compliance culture with NO Lift <p data-bbox="597 1547 979 1579">Equal Employment Opportunity</p> <ul data-bbox="639 1583 1336 1894" style="list-style-type: none"> • Adhere to Maryborough District Health Service Equal Employment Opportunities policies and practices • Privacy and Confidentiality • Ensure that the affairs of Maryborough District Health Service, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Maryborough District Health Service |

KEY SELECTION CRITERIA

Essential Attributes

- Be eligible for registration as a Registered Nurse Division 1 in Victoria and hold a current Practising Certificate and holding or working towards Tertiary Management Qualifications.
- Demonstrated comprehensive knowledge of contemporary Patient Flow and discharge practices.
- Demonstrated awareness of Performance Monitoring Framework Business Rules.
- Demonstrated effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation.
- Demonstrated ability to facilitate and manage change within a large, complex healthcare organisation.
- Knowledge of contemporary human resource management issues including workplace health and safety, equal opportunity and anti-discrimination.

OTHER RELEVANT INFORMATION

- Appointment is subject to a three month probationary period from the date of commencement
- Appointment is subject to satisfactory clearance of a current Police Records Check
- Statements included in this position description are intended to reflect in general the duties and responsibilities of the position
- Management may alter this Job Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s)
- A Performance Review will occur three (3) months from commencement, then annually taking account of the key roles and responsibilities outlined in this position description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead.

HOW TO APPLY

Your application should include;

- Clearly state the Position No. specified on the advertisement for this position.
- A statement addressing each "Key Selection Criteria", demonstrating your ability to meet the objectives of the role. Note: Read the Position Description carefully so you have a good understanding of what is required and remember to address what skills, knowledge and attributes you have.
- General resume.
- Copies of any formal qualifications. Note: if emailing your application note that hard copies of your qualification will need to be produced at interview.
- 2 professional referees.

Apply to:

Mrs Lyn Shanahan
Assistant to the Executive Staff
Maryborough District Health Service
PO Box 155
Maryborough Victoria 3465
lshanahan@mdhs.vic.gov.au

AUTHORISATIONS

| | |
|---|--|
| Employee | |
| Manager | |
| Director/Chief Executive Officer | |