

Position Title: **After Hours Coordinator**

Campus: Stawell

Directorate: Operations

Department: Nursing Administrations / Access and Patient Flow Unit

Reporting to: Direct: Regional Manager of Access
Site: Director Acute Clinical Operations//DON Stawell
Professional: Chief Nurse and Midwifery Officer

Appointment Terms/Conditions:

Classification and Code: Registered Nurse ZC5

Enterprise Agreement: Nurse and Midwives (VPS) (Single Interest Employers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

ACCESS AND PATIENT FLOW UNIT

The Access and Patient Flow Unit at Grampians Health is responsible for the management of activities that support Grampians Health (GH) campus operations 24/7. The Unit is a key driver to facilitate and achieve the right care, at the right time and in the right place across Grampians Health and the Grampians region more broadly, ensuring the appropriate level of care is provided as close as possible to people's homes.

The Access and Patient Flow Unit reports through Clinical Support Services to the Hospitals Directorate and has the key responsibility for strategic planning and daily operations for patient access, patient flow and demand management across Grampians Health.

The team will play a key role and actively contribute to Grampians Health strategic direction, enhancing the organizations patient care capability, viability and reputation as a leading health service, achieving agreed performance targets and improving the consumers experience of safe, quality and person-centred care.

POSITION PURPOSE

The After-Hours (AH) Coordinator Stawell, is a senior nurse management role, and member of the GH Access and Patient Flow Unit reporting directly to the Manager Access.

The AH Coordinator is the designated person assigned with responsibility and authority for the coordination, supervision and operations of the campus in the out of hours period, including the coordination of resources for acute, urgent care, residential perioperative and community care services, the management of business continuity and emergency situations and fostering accountable leadership.

The AH Coordinator is responsible for ensuring that systems and processes are in place and acted upon to provide the safe delivery of timely patient treatment and care and the coordination of patient flow within their site of operations and across Grampians Health to facilitate timely patient access and discharge.

The After-Hours Coordinator supports and promotes activities that are consistent with GH Strategic and Clinical Services Plans and the values of the organization.

The role is supported by the Directorate On Call Teams.

KEY ACCOUNTABILITIES

Access and Patient Flow

- Maintain a global view of organisational priorities related to patient flow and efficient management of beds
- Manage bed accessibility capacity in response to changing patient demands, local and regional issues
- Liaise with the admitting Medical and Nurse Practitioners to discuss bed availability and suitable patient placement
- Coordinate patient transfers in and out (to and from) Stawell campus ensuring timely assessment of patient deterioration that can be managed within the scope of care and capabilities
- Supervise emergency medical events including resuscitations ensuring that the most experienced and skilled person in resuscitation is leading the event effectively and safely (this may be the AHC)

Leadership, Influence and Communication

- Act as a positive role model and resource for after-hours nursing staff and campus personnel facilitating the development of peers to work together to improve the patient's journey
- Keep team members focused when under pressure through role modelling a calm approach, adopting a positive outlook and offering support where necessary
- Provide mentorship, coaching and supervision to the after-hours nursing and medical workforce and members of the health care team to improve systems and processes in order for clinical teams to effectively manage patient care, patient complexity and the progression of care
- Work collaboratively and inclusively with medical workforce, sharing responsibility for respectful problem solving and decision making to ensure the delivery of seamless person-centred care
- Guide and coach the junior medical workforce to support and build the capacity of our healthcare workforce
- Early management of, and escalation of public relations issues as they arise, being aware of the risk of reputational damage
- Collaborate, consult and provide support to Site Director Acute Clinical Operations/DON and the Nurse Unit Manager Simpson Ward to assist with strategic and operational goals and objectives.
- Support and work collaboratively with the Manager Access, Director Clinical Support Services and the Site Director Acute Clinical Operations/DON Stawell campus to implement the strategic and operational direction for the Access and Patient Flow Unit
- Display a positive and optimistic attitude to the agreed role and responsibilities of the position and reinforce these behaviours within the Access and Patient Flow Unit team
- Build relationships with staff, peers and colleagues to facilitate interdisciplinary communication and planning to meet and/or improve patient outcomes, including discharge planning
- Support staff and act as a resource for staff to escalate signs of deterioration, providing education, advice and /or assistance to ensure the delivery of high-quality patient care
- Maintain timely and respectful communication with all key stakeholder to achieve patient allocation in the right place and at the right time
- Problem solving and being a central escalation point for all service issues after hours while supporting organisation strategic, operational objectives and Stawell campus policies and procedures
- Develop and promote effective working relationships with other Health services and external stakeholders such as Visiting Medical Officers, Emergency services and Municipal partners outside Grampians Health in order to support safe, effective and person-centred care
- Ensure necessary reports are completed and provided to the Site Director Acute Clinical Operations/DON

Workforce

- Coordinate and maintain staffing levels including redeploying staff and engaging staff as required in all clinical areas outside of business hours to ensure staff have the appropriate knowledge and skill to maintain patient's safety promoting quality care
- Manage staff allocation, including being accountable from a financial perspective, including justification and approval of overtime across all services

- Actively support the clinical, community care (residential aged care) and community service teams on site at the Stawell campus

Critical Thinking and Decision Making

- Display the ability to analyse situations and make appropriate decisions in a timely manner
- Identify and resolve clinical and operational issues as they arise with escalation to On Call team as per agreed escalation triggers
- Demonstrate the ability to make complex decisions within a mutually agreed timeframes with a calm and level-headed approach, particularly in highly stressed situations and the changing work environment
- Demonstrate evidence that relevant stakeholders are engaged and consulted in decision making processes
- Demonstrate evidence that appropriate information is sourced and analysed when making complex decisions

Quality, Safety and Risk Management

- Participate in review and evaluation of GH performance against organisational KPI's pertaining to Timely Access to Care
- Ensure adverse events forms are completed and appropriate action taken in the event of an adverse event as per policy
- Ensure that GH incident management systems are appropriately applied with systematic response to local issues and performance improvement occurs
- Liaise with wards and departments to improve systems and processes in order for clinical teams to better meet patients' needs effectively and efficiently
- Observe, report and take appropriate action on any matter which may be detrimental to staff and or service user care or wellbeing
- Identify and escalate system wide barriers that impact patient flow and initiate improvement opportunities in collaboration with key stakeholders
- Provide guidance and support to staff following patient/staff incidents facilitating debriefings when necessary
- Ensure the standards of patient care within the practice areas are in accordance with legislation, clinical standards and evidence-based practice
- Use data and dashboards to collect and collate data as required to manage daily demand and capacity and to assess and improve processes
- Promote a safe and healthy workplace and takes all reasonable care for personal safety and the safety colleagues, patients/residents, their families/carers
- Maintain a good working knowledge and understanding of the National Safety and Quality Health Service Standards/Aged Care Standards (where applicable) and support staff to implement strategies to achieve compliance
- Actively participate and contribute to Access and Patient Flow Unit improvement initiatives and broader organizational initiatives

Emergency Management

- Assume the role of Incident Commander and in the event of an emergency, respond and take control of the situation as required, liaising with the On-Call Director
- Ascertain the nature of the emergency and implement appropriate actions
- Ensure the appropriate Emergency Services has been notified
- Ensure Team Leaders, staff, visitors, patients, clients and residents are advised of the situation, as appropriate
- Initiate an action plan in accordance with the emergency response procedures and controls entry to the affected areas as required
- Monitor progress of any evacuation recording actions in the Fire Incident Report, VHIMS or an incident log as appropriate
- Brief the Emergency Services personnel on arrival on type, scope and location of emergency and the status of the evacuation and, thereafter, acts on the senior officer's instructions
- Actively participate in Access and Patient Flow Unit activities during planning, mitigation, response and recovery phases of emergency management applicable to the role according to campus, organizational and/or regional priorities
- Provide Situation Awareness reports regarding demand and capacity as required
- Participate in planning and preparing for the health response in emergency situations
- Promote awareness of safe practices, emergency procedures and implementing safety and warning systems for the campus

Self-Management and Development

- Maintain and update own professional development portfolio to demonstrate ongoing commitment to learning and best practice
- Effectively manage and be accountable for designated Access and Patient Flow Unit team portfolios and projects
- Feedback information from own participation in seminars and conferences to the team and campus
- Attend and actively participate in Access and Patient Flow Unit team meetings and forums
- Participate in the orientation of new staff to the Access and Patient Flow Unit
- Adapt working style as appropriate to achieve effective outcomes
- Invite and assimilate feedback from others by active participation in own performance development review
- Appropriately and effectively articulate professional opinions
- Adopt an emotionally intelligent approach to leadership
- Maintain resilience through stressful situations
- Actively engage in ongoing self-development

KEY SELECTION CRITERIA

Qualifications and experience

Essential

- Registered Nurse or Midwife with > 5 years' experience in an acute hospital setting
- Must be computer literate with proficiency and working knowledge of GH hardware and software applications, and demonstrate an ability to adapt to GH digital transformation strategies and technology

Desirable

- Relevant post graduate qualifications, management experience
- Knowledge of:
 - The system wide approach to achieving hospital wide patient flow
 - Systems and processes that support the movement of patients from the point of entry to the point of exit
 - Discharge planning processes to achieve timely discharge/transfer of care
 - Demand and capacity planning and management and the principles of efficient and effective patient flow
 - Victorian Health Services Performance Monitoring Framework including Timely Access to Care Key Performance Measures for Emergency Care and Elective Surgery

Technical/Professional Knowledge and Skills

- Planning and Organising: establishing courses of action for self and others to ensure work is completed efficiently
- Continuous Improvement: Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions

Work Environment

- Demonstrated clear understanding of relevant EBAs and Safe Patient Care Act
- Apply a lens to campus Occupational Health Safety and Wellbeing

Personal attributes

- Leadership Disposition: Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role
- Work Standards: setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed
- Stress Tolerance: maintain stable performance under pressure (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization
- Initiating Action: taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive
- Driving for Results: setting high goals for personal and group accomplishment; using measurements methods to monitor progress towards goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement
- Facilitating Change: encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace

Interpersonal skills

- Building Strategic Working Relationships: developing and using collaborative relationships to facilitate the accomplishment of work goals

- Communication: clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message
- Negotiation: effectively exploring alternatives and positions to reach outcomes that gain support and acceptance of all parties
- Developing Others: planning and supporting the development of individuals skills and abilities so that they can fulfil current or future job/role responsibilities more effectively

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, 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 Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.