

Position Title: Planned Care Navigator Endoscopy

Campus: Ballarat

Directorate: GM Hospital Services

Department: Surgery Endoscopy & Patient Experience

Reporting to: Operations Manager Surgery & Endoscopy Services

Appointment Terms/Conditions:

Classification and Code: Clinical Nurse Consultant A

Enterprise Agreement: Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028

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.

POSITION PURPOSE

This is a **12-month** lead role position as a Planned Care Navigator for a funded Pilot Program for Endoscopy in the Surgery Endoscopy & Patient Experience Department. This role will establish the Model of Care and embed triage and access models that will coordinate the patient across the Endoscopy Planned Care journey and facilitates the continuum of care. The role will expedite priority groups such as Category One referrals, National Bowel Cancer Screening Program (NBCSP) referrals and patients from priority populations (including ATSI, CALD and rural/regional). The role will work to Department of Health and Grampians Health priorities and targets (including Grampians Health Strategic Plan, DoH Planned Care Blueprint).

The role will work in the Surgery Endoscopy & Patient Experience and collaborate with the Surgery Endoscopy & Patient Experience to ensure all objectives of the pilot program are met.

KEY ACCOUNTABILITIES

General

- Receive, triage, and manage internal and external referrals for Endoscopy procedures.
- Conduct comprehensive patient assessments to evaluate readiness for procedures.
- Communicate effectively with patients regarding their planned procedures, including education on preparation to support successful outcomes.
- Provide clinical expertise and innovative solutions to enhance the patient referral journey for Endoscopy.
- Maintain up-to-date knowledge of the Department of Health's Planned Care strategic direction and goals.
- Contribute to the development and implementation of key improvements, initiatives, and projects within Grampians Health, ensuring alignment with Department of Health priorities.

Operational Management

- Perform triage and referral assessments in line with established categorisation guidelines, escalating complex cases to appropriate clinicians.
- Adding patients to the wait list module
- Coordinate patient readiness for care, including direct engagement to support Public Health Questionnaire completion, delivery of educational materials, and communication of factors affecting referral processing and scheduling.
- Employ a patient-centred approach in all interactions, ensuring care is tailored to individual needs.
- Establish and maintain strong relationships with internal and external stakeholders to expedite high-priority referrals and ensure seamless care coordination.
- Develop and maintain written protocols for all tasks to ensure consistency and quality in service delivery.
- Contribute to the ongoing development and refinement of the Model of Care (MoC), offering insights and recommendations as the pilot progresses.
- Support phased implementation of the role, including transition to a business-as-usual Endoscopy clinic model.
- Participate in service audits and quality improvement initiatives to enhance referral processing and patient outcomes.

Project Change Management

- Apply project management principles to support efficient delivery of initiatives.
- Lead and support innovation and change management across the Surgical, Endoscopy and Patient Experience Directorate.
- Collaborate with program and project leads, as well as key stakeholders, to ensure coordinated implementation.

- Identify and escalate project risks to the Operations Director.

Quality and Risk Management

- Maintain a current and comprehensive risks and issues register.
- Ensure optimal stakeholder engagement throughout project and service delivery.
- Produce regular project status reports and updates to inform stakeholders and guide decision-making.

Resource and Personnel Management

- Provide oversight and guidance for the Endoscopy planned care journey, ensuring effective coordination and continuity of care.

KEY SELECTION CRITERIA

Qualifications and Experience

- Current registration as a Registered Nurse with AHPRA
- Experience working in a senior clinical role (CNS or above)
- Have completed or working towards Post Graduate studies in area of speciality
- Previous endoscopy nursing experience is desirable but not essential
- Demonstrated experience working effectively independently and also within a multidisciplinary team, with the ability to work effectively, supportively and flexibly
- Well-developed interpersonal and communication skills (written and verbal), including the ability to work with individuals and families for positive health outcomes.
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the MS Office suite
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Knowledge of current trends affecting public health currently with particular emphasis on Endoscopy services

Work Environment

- Demonstrated ability to manage and prioritise tasks and use initiative to anticipate and solve problems whilst at the same time keeping your manager informed of your work

Personal Attributes

- Highly developed interpersonal and communication skills with the ability to develop effective working relationships both internally and externally to the organisation
- Demonstrated skills in conflict management with the ability to remain calm under pressure
- Demonstrated influencing and relationship management skills to persuade and gain workforce support and cooperation
- Exceptional attention to detail
- Demonstrated ability to be proactive and show sound judgement in a diverse and continuously evolving complex environment
- Exceptional organisational and multitasking skills

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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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 by 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.