

POSITION DESCRIPTION

Position Title	After Hours Coordinator		
Division	Nursing	Unit	Nursing Administration
Campus	Leongatha		
Classification	Registered Nurse Grade 5 (ZB5)		
Award	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016-2020		
Reports To	Deputy Director of Nursing		
Position Approved By	Executive Director of Nursing		

Position Outline:

The After Hours Coordinator position is recognised as a key management/leadership position managing the day to day operations and bed management of the health service and providing leadership in achieving, upholding and fulfilling the organisations vision, mission and values. The After Hours Coordinator will support and promote activities which are consistent with the objectives and philosophy of GSHS.

In addition, the After Hours Coordinator will coordinate nursing and ancillary services to ensure that the highest standard of patient care, within available resources, is provided in collaboration with clinical nurses at all times. The After Hours Coordinator will act as a resource for staff and patients and their families. The role is also responsible for providing support, advice and clinical supervision as required to Koorooman House, the Korumburra Campus and Hillside Lodge. In the case of the Korumburra Campus and Hillside Lodge, this is by telephone consultation only.

The After Hours Coordinator will be actively involved in the preparation, maintenance and implementation of emergency disaster plans and together with other emergency staff, be responsible for coordination of a response in accordance with GSHS Emergency Procedures, in the event of an emergency during their rostered shifts.

The After Hours Coordinator will liaise with relevant staff, to determine bed availability and suitable patient placement in the delivery of safe patient care. In addition, the After Hours Coordinator will liaise with the Nurse in-charge and supporting ward areas with appropriate allocation of staff.

The After Hours Coordinator will be a professional role model, providing leadership, which is collaborative, consultative, innovative and responsible in its style. Working with a diverse range of people, you are required to uphold GSHS values and ensure our patients and families are treated with respect and professional care.

Divisional Context:

The Nursing Division at GSHS is a dynamic team of nurses, personal care attendants, hotel and domestic workers, administrative staff, managers and a variety of key medical practitioners who provide a broad range of acute and nursing-based services to the South Gippsland Shire, including:

- Inpatient care
- Specialist Nursing Services
- Theatre
- Infection Control
- Residential Aged Care
- Clinical Support Services
- Hospitality Services
- Staff Education and Development

Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision	Mission
<i>Excellence in Healthcare</i>	<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none"> • Continuous Improvement • Evidence Based Practise • Consistency of Practice • Innovative Practice • High Standards 	<ul style="list-style-type: none"> • Unwilling to Improve • Lack of Innovation • Non-Adherence • Inconsistency • Acceptance
Individuality	<ul style="list-style-type: none"> • Be Tolerant • Acknowledge Rights • Personalise • Support Individuals • Practice Self Care 	<ul style="list-style-type: none"> • Lack of Respect • Discriminating • Being Inconsiderate • Being Judgemental • Being Dismissive
Collaboration	<ul style="list-style-type: none"> • Value Teamwork • Involve Others • Actively Listen • Ask and Offer Solutions • Support Decisions and Change 	<ul style="list-style-type: none"> • Poor Communication • Criticising Others • Being Negative • Not Open • Withholding Information
Accountability	<ul style="list-style-type: none"> • Take Responsibility • Set Clear Expectations • Manage Performance • Results Focused • Ethically Bound 	<ul style="list-style-type: none"> • Blaming Others • Unethical Behaviour • Underperforming • Unreliable • Shirking Responsibility
Respect	<ul style="list-style-type: none"> • Respect People • Respect Privacy • Respect Property • Respect Views • Be courteous 	<ul style="list-style-type: none"> • Being Rude • Being Negative • Being Disrespectful • Being unhelpful • Disrespecting Property
Empowerment	<ul style="list-style-type: none"> • Take Initiative • Actively Participate • Ask Questions • Clarify Expectations • Empower Others 	<ul style="list-style-type: none"> • Authoritarian • Discrimination • Blaming Others • Not Sharing • Stifling Development

Key Responsibilities

Leadership & Management

- Provide a resource for staff, facilitating safe, evidenced-based patient care.
- Coordinates the day to day management of Nursing Services, maintaining appropriate nursing staff levels and skill mix through consultation with staff and Nursing Management.
- Facilitates patient bed management and care in accordance with hospital procedures, policies and statutory regulations.
- Ensures organisations admission and discharge principles/policies are adhered to.
- In consultation with relevant staff, including Theatre NUM/ANUM, maintain an effective after-hours emergency surgery service.
- Fosters teamwork and problem solving and reinforces a learning culture embracing the vision, values and mission of GSHS.
- In conjunction with the Nurse Unit Managers, develops and maintains operational policies, procedures and guidelines that enable the departments to function in an organised and efficient manner.
- Provide after-hours resourcing in complaints management, working closely with the Executive Director of Nursing to ensure all complaints are appropriately investigated, actioned and responded to in a timely manner. Understands and ensures compliance with all external reporting requirements, including Aged Care.
- If required to attend meetings during off duty periods will be paid in accordance with the Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016-2020.

Resource Management

- Works closely with the Nurse Unit Managers and fosters the personal and professional development of nurses offering support and recognition initiatives.
- Fosters and promotes a motivational climate that encourages staff growth, self-development and job satisfaction, including working with the Nurse Unit Manager to undertake performance and probationary reviews, induct/orientate new staff.
- Assists the Patient Services Coordinator in ensuring adequate resourcing with nursing employees with the right skill mix.
- Manages within the constraints of industrial Agreement and legislative requirements, where practically possible.
- Provides after hours resourcing for the Theatre.
- Liaise with Executive on-call, filters issues and escalates as appropriate.

Continuum of Care

- Develops and promotes systems which allow for consistent evaluation of nursing care based on the current concepts of evidence based ethical and legal frameworks.
- Advises and implements if necessary, changes in the patient care practices as indicated by the results of quality improvement programs and current research findings.
- Acts as a consultant to nursing staff and assists in innovative program development that embraces transition for patients into their home environment from their episode of care in the acute setting.
- Utilises appropriate resources within the Hospital and Nursing Services to provide consultation, education, technical and information services as needed to self, staff or patients.
- Collaborates with health practitioners utilising specific support services to maintain optimal patient care.

Safe Practice & Environment

- Responds to all codes and undertakes the role of Emergency Controller as defined in organisational policies and procedures. This role will provide the Clinical Leadership for Emergency Management in the off duty periods of the Executive Director of Nursing.
- Provides assistance to staff, ensuring that equipment and supplies are fit for safe patient care provision.
- Understands the principles of Clinical Risk Management (CRM) and ensures accident, incidents and sentinel events are reported, investigated, actioned and evaluated appropriately using RiskMan, in consultation with the NUM, DON, Quality etc.

- Supports the measures in place, which ensure compliance with risk management programs, safety procedures and legislative requirements.
- Ensures supervision and implementation of recommended infection control policies and procedures within GSHS.

Continuous Improvement

- Assists with the development and implementation of quality clinical improvement programs.
- Utilises evaluation methodology and audit findings to maintain and improve standards of nursing care to patients.
- Promotes and participates in pilot studies and research designed to improve patient care.
- Participates in the Clinical Risk Management (CRM) record reviews and documents investigation results and findings in RiskMan.

Personal Development

- Identifies goals for professional self-development and seeks continuing education opportunities to attain these goals.
- Membership and attendance at committees and evaluation of their performance.
- Works within scope of practice and maintains own continuing professional development through involvement in nursing organisations, reading nursing literature, attending seminars and disseminating this information to colleagues.
- Participates in self-evaluation through performance appraisal six months after appointment and then annually.

Managers are responsible for implementing and maintaining GSHS' Evidence Based Leadership Program, including but not limited to:

- Accountability Framework – setting, monitoring and achieving annual goals, 90 day plans and “must-have” leadership behaviours, tracked through the validation matrix, participating in monthly accountability meetings.
- Connecting – collecting and analysing feedback, using the information to recognise and reward and/or take corrective action, ensuring staff have everything they need to do their job; communicating these results through Traffic Light Reports and Communication Boards.
- Communication – using AIDET and other communication techniques as one means to improve outcomes for patients.
- Embedding hourly rounding and seeking to continually improve based on outcomes and feedback received through consumer connecting, VHES and any other consumer indices.
- Any other evidence-based strategies and tactics employed by the organisation to achieve “*Excellence in Healthcare*”.

Key Selection Criteria:

Mandatory

- Registered Nurse or Registered Midwife with current Nursing and Midwifery Board of Australia (NMBA) registration.
- Substantial post registration experience and nursing management experience.
- Demonstrated effectiveness as a manager with proven ability to develop, plan and meet strategic operational objectives.

Desirable

- Previous experience in a Hospital Coordinator position.
- Previous experience within a hospital or health care environment.
- Post Graduate qualifications in nursing/appropriate discipline or working towards the same or similar tertiary qualification.

Nursing Capabilities

Mapped to the Nursing and Midwifery Board of Australia Standards for Practice for the Registered Nurse.

Standard 1: Thinks critically and analyses nursing practice

Standard 2: Engages in therapeutic and professional relationships

Standard 3: Maintains the capability for practice

Standard 4: Comprehensively conducts assessments

Standard 5: Develops a plan for nursing practice

Standard 6: Provides safe, appropriate and responsive quality nursing Practice

Standard 7: Evaluates outcomes to inform nursing practice

Leadership Capabilities

Thinks Creatively and Solves Problems Effectively

- Understands the work area's direction and how it delivers its service.
- Links own work to the health service's work priorities.
- Applies creative approaches to issues and problems.
- Shows judgement, intelligence and common-sense.

Achieves Results

- Responds to client needs and organises resources.
- Shares expertise and uses technology effectively.
- Adapts to and implements change.
- Delivers on intended results.

Demonstrates Personal Drive And Integrity

- Demonstrates professionalism and acts ethically.
- Engages with risk and shows personal courage and resilience.
- Takes personal responsibility for meeting objectives and progressing work.
- Demonstrates self-awareness and a commitment to personal development.

Communicates Effectively

- Communicates clearly.
- Listens, understands and adapts to the audience.
- Negotiates effectively.

Works Productively with Others

- Builds internal and external relationships.
- Values individual differences and diversity.
- Works co-operatively.
- Guides people.

OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

Policies & Procedures

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

Values & Conduct

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

Child Safety

GSHS is a Child Safe organisation. The GSHS Child Safe Policy and Procedure applies to all staff, volunteers, students and contractors of GSHS. GSHS staff will:

- Protect and promote the health, safety and well-being of all children.
- Recognise vulnerability and identify risk and harm to children early.
- Respond appropriately, effectively and in a timely way to reduce risk and support children and their families to achieve improved outcomes.
- Promote culturally competent and responsive health care.
- Work together with families, community services providers and the statutory system in the best interests of children (DHHS Healthcare that Counts Guiding Principles, 2017).

Violence & Aggression

GSHS seeks to promote a safe and inclusive workplace and community that are free from all forms of violence and aggression. GSHS staff:

- Are aware that supports are available for GSHS staff and volunteers who may be experiencing family violence.
- Identify, respond to and support consumers impacted by family violence as guided by organisational procedures.
- Identify, report and access support in relation to incidents of occupational violence and aggression.

Diversity & Inclusion

GSHS is an equal opportunity employer. We recruit, employ, train, compensate and promote regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

Risk Management

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence.
- Adhere to organisational risk management policy and procedures.
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities.
- Identify new and emerging risk.
- Contribute feedback to risk management review processes.

Professional Development & Performance Management

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

Clinical Supervision

GSHS' participates in programs designed to provide students with on-the-job training whilst being supervised by an appropriately skilled person. All staff of GSHS are required to provide such supervision from time-to-time.

Registered Health Professionals are required as part of their status as registered Health Professionals to provide clinical supervision from time to time, whether recognised as part of their job responsibilities or not. GSHS expects that the highest standards of best practice will be applied at all times where staff are required to provide clinical supervision to either staff or students.

Privacy & Confidentiality

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999.

All staff are required to read, understand and sign the Confidentiality and Privacy Agreement that sets out specifically what is required, upon commencement of employment. These provisions form part of the terms and conditions of employment and any breach will be subject to disciplinary action as per the Performance Development and Discipline Policies, along with the relevant Enterprise Agreement.

Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS' discretion and activities may be added, removed or amended at any time.

Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	