



Maryborough District Health Service

POSITION DESCRIPTION

Position Title:	After Hours Coordinator
Reports To:	Associate Director of Nursing – Acute Services
Direct Reports:	All MDHS After Hours Staff
Directorate:	Clinical Services
Classification:	ZC5
Employment Conditions:	<i>Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 and subsequent agreements.</i>
Qualifying Period:	6 months from commencement date.

Maryborough District Health Service

Maryborough District Health Service (MDHS) is located on the traditional lands of the Dja Dja Warrung People of the Kulin Nation and services the Central Goldfields and Pyrenees Shire with campuses in Avoca, Dunolly and Maryborough. The strong clinical and social links between the three campuses ensure that qualified staff who are committed to high standards of person-centred care for the community. MDHS is one of the largest employers in the region, providing the perfect setting to become part of our team and community.

Our Vision

Changing the healthcare story with our community.

Our Values



GENUINE



RESPECT



EXCELLENCE



ACCOUNTABILITY



TOGETHERNESS

Our Promise

- Seeking to understand you as a person, not as a condition.
- Caring for you with compassion and kindness.
- Treating you fairly and respectfully, on every occasion.
- Keeping you safe and informed with open and honest communication.

The Position

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 patient and resident access and bed occupancy, ensuring a smooth transition of elective and emergency patients across the service within funded bed profile.
- 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 bed occupancy
- 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.
- Act within the escalation policies and procedures within the health service to support decision making that is consistent with MDHS vision, purpose and promise statements

Key Responsibilities

The After Hours Coordinator will accept accountability and responsibility for their own actions within their scope of practice.

To competently perform in this position, the person should possess the knowledge, skills and experience to be able to effectively perform the following Key Result Areas:

Patient Flow and Clinical Bed Management

- 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 from the After Hours Coordinator, Associate Director: Acute Services and Executive Director of Nursing & Midwifery.
- Foster communication and collaborative relationships with teams across the health service
- Support and manage the recruitment to and maintenance of causal nursing pool to support efficient use of human resources

Admissions

- Ensure timely communication with the Nurse in Charge of the shift in Urgent Care Centre and prioritise 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 personnel
- Support, drive and advocate for Nurse initiated admissions overnight as per MDHS policy

Human Resources Management

- Align to and model the behaviours and expectations of MDHS values – GREAT
- Ensure performance counselling and discipline is managed within Maryborough District Health Service framework
- Ensure close working relationships and collaboration with the Casual staff model
- Ensure appropriate use of available staff through redeployment
- Ensure appropriate use and resourcing based on activity
- Complete shift reports and provide updates to leadership team in accordance with agreed performance indicators

Business Management

- Ensure patient flow is consistent with meeting organisational KPIs and Targets
- Work within the Delegations of Authority consistent with the role
- Compliant with Oracle – Purchasing and Procurement policy
- Work strategies in line with financial improvement plans

Clinical Governance

- Actively promote and participate in quality improvement activities
- Ensure understanding and compliance with Maryborough District Health Service integrated Risk Management Framework
- Identify and analyse clinical risk through incident reporting and record review
- Promote consumer and community feedback and involvement in improvements in care and service delivery within the organisation
- Participate in the investigation of complaints as required and implementation of strategies to prevent reoccurrence
- Ensure compliance and participation in Maryborough District Health Service Governance Documentation Framework
- Participate in and promote Accreditation Program through policy development/auditing of compliance
- Compliance with reporting requirements such as SIRS, Statutory Duty of Candour and VHIM's.

Learning & Development

- Maintain and promote awareness of legal and ethical implications of nursing practice
- Maintain currency of knowledge and expertise through attendance and participation in relevant courses, conference, seminars and educational opportunities
- Participate in the review of one's own professional development annually, or at intervals as deemed necessary by the Executive Director of Nursing & Midwifery.
- Provide feedback and participate in the performance review of staff
- Actively lead and participate in MDHS Leadership Development Program
- Participates in annual PROMPT training

Information Management

- Demonstrate ability to operate PC based software packages confidently, with understanding of Microsoft Office© and the organisation's Health Information Management system
- Participate in the organisation's 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

Organisational Expectations

- 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
- 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 Manual
- Maintain currency of roles and responsibilities within the Emergency Management Framework
- Is a key member of the Emergency Management Team within the Emergency Management Framework
- Ensure compliance with individual mandatory training requirements
- Annual maintenance of ALS competency
- 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
- Escalate issues of concern in accordance with the Executive on-call policy document to the allocated executive on call

Generic Responsibilities

Code of Conduct: The MDHS Code of Conduct is binding on all members of our team. Contravention of a provision in the code may constitute misconduct and / or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Staff Grievance Resolution Counselling and Discipline Policy.

Compliance with policies and procedures: All MDHS policies and procedures are located on PROMPT. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety: Every member of our team has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with MDHS OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control: Every staff member has the responsibility to minimise incidents of infection / cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in MDHS's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality: All information concerning MDHS, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement: MDHS is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects

thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a MDHS employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the relevant framework.

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 socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff. Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Pre-Employment Security Screening:

- A valid Employee Working with Children Check is required for all positions.
- A valid National Criminal History Check is required for all positions which is to be completed every 3 years.
- A valid NDIS Workers Screening will be required for workers identified as working within a risk assessed role.

No-Smoking Policy: To ensure a healthy and safe work environment for our staff, volunteers, patients, residents, clients and visitors, smoking is not permitted on hospital grounds, in buildings and offices or in any vehicle.

Key Selection Criteria

Essential

Qualifications:

- Registration with the Australian Health Practitioners Regulation Agency (AHPRA)
- Post Graduate Qualification in Management, or working towards.

Technical/Professional Knowledge and skills

- 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.
- Demonstrated evidence of commitment to ongoing education and professional development to ensure working within current scope of practice.
- Manages and engages with stakeholders consistent with MDHS values of GREAT

Additional Information

- All MDHS staff are required to carry out lawful directions as outlined above or delegated to them. The work to be performed – and where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association – is set out in this position description.
- 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.
- This Position Description may be amended and activities added or removed as the need arises. Any such amendments will be made in consultation with the relevant staff member/s.
- A Performance Review will be conducted at 30-days, three months and six months and then annually. The purpose of performance reviews is to facilitate communication between a staff member and their direct line manager to discuss and review tasks, goals, expectations and progress.

- All staff members are required to participate in mandatory training.
- Redeployment to other services and sites within MDHS may be required.

Acknowledgement

I acknowledge:

- That I have read and fully understand the Position Description.
- I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print)

Signature

Date
