

Eastern Health

POSITION DESCRIPTION

Position Title:	Eastern Health Surgical Unit Liaison Nurse
Award Classification:	Registered Nurse YY7 Clinical Nurse Consultant A Grade CAPR 3.1
Award / Agreement Name:	The Nurses and Midwives (Victorian Public Sector)(Single Interest Employers) Enterprise Agreement 2020-2024
Position Reports to:	Eastern Health Elective Surgery Access Nurse Unit Manager

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The role of the Liaison Nurse (LN) is to provide high level of clinical skill, knowledge and advice to patients, carers and other health professionals. This role is a clinical and management leader within the Surgical Clinical Stream and is to assist the Nurse Unit Manager (ESAU NUM) to ensure clinical standards are met. The Liaison Nurse will develop, coordinate and manage a centralised approach to elective surgery waiting list management of the allocated Surgical Clinical Stream and provide management support to the allocated Surgical Clinical Stream Director and the surgical staff. The Liaison Nurse will work with the sites providing the Surgical Clinical Stream's surgery to appropriately manage elective surgery according to the Eastern Health elective surgery planned patient journey. The Liaison Nurse will be responsible for the clinical and theatre session management of the elective surgery waiting list across the elective surgery sites of Eastern Health.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- 2.1 Works collaboratively with the Surgical Clinical Stream team across EH, and wider multi-disciplinary team to support efficient, effective and responsive operation of the allocated work to the Surgical Clinical Stream in line with the organisation's strategic direction. The liaison Nurse is key driver of effective and timely communication with patients, and team members in the area of specialist expertise.
- 2.2 Works with the clinical consultant nurse, senior surgical team in clinical decision making – in particular in problem identification and solution, and analysis and interpretation of clinical data in the area of clinical expertise.
- 2.3 Assists the ESAU NUM to investigate all incidents that occur relevant to the area of clinical expertise, or have implications to the delivery of patient care within the unit.
- 2.4 Assist the senior nursing team in maintenance and improvement of clinical standards
- 2.5 Ensure the Surgical Clinical Stream's practices are in accordance with relevant Acts, Agreements and Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct. Report personal / other non-compliance to the ESAU NUM / ESSM
- 2.6 Ensures clinical interventions are evidence-based and are consistent with Clinical Practice Guidelines prescribed by the Organisation. Be accountable for reporting outcomes of nursing interventions to the ESAU NUM (or delegate)
- 2.7 Triage and manage the allocation of patients referred to the elective surgery waiting list to the appropriate site
- 2.8 Responsibility for the clinical management of the Surgical Clinical Stream's Elective Surgery Waiting List, including management of complex patients, treatment of patients in turn and management of operating theatre list construction
- 2.9 Responsible for monitoring and improving the performance to the allocated Surgical Clinical Stream's elective surgery Key Performance Indicators (KPI), and monitor the treatment of all Category 1 patients within time.
- 2.10 Manage and provide direction to the Surgical Unit Coordination and Bookings Clerk in the management of the Surgical Clinical Stream's activities, Elective Surgery Wait List and theatre scheduling template
- 2.11 Liaise with other Departments across Eastern Health as required, including medical imaging, pathology, allied health, radiology, rehabilitation services to ensure best outcomes for patients waiting for elective surgery

- 2.12 Provide support and liaise with the pre admission service to ensure patients are managed to an appropriate outcome
- 2.13 Manage the Health Questionnaire distribution and return process with the Surgical Unit Coordination and Bookings Clerk
- 2.14 Manage the triage process for Health Questionnaires to ensure patients are appropriately referred to Pre Admission Clinic.
- 2.15 Cover leave across the EH sites and Surgical Streams, as required. This may include other Liaison Nurse roles or the ESAU NUM role.
- 2.16 Treat all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner. Provide an efficient and customer focussed service.
- 2.17 Promotes a culture of continuous service improvement and support, and contribute to, quality improvement and research projects within the area of practice and ward/unit/department. Explore, develop and implement improvements to models of care to enhance treatment of the Surgical Clinical Stream's patients to reduce length of stay and resource consumption whilst achieving quality outcomes across the health service. Analyse and evaluate data and compile statistical reports to gauge the effectiveness of the role
- 2.18 Support the senior nursing/surgical team with timely and effective communication with healthcare personnel to guide and achieve optimal patient/ performance outcomes.
- 2.19 Acts as a unit clinical lead, providing support and education to team members, mentors and oversees inexperienced team members, and drives a culture of professional development with staff within the unit.
- 2.20 Promotes research and critical analysis in the area of clinical expertise and assists the ESAU NUM to ensure service and nursing practice benchmarks are achieved.
- 2.21 Contributes to the education and provides, the delivery of models of education to Unit staff and students and other professionals.
- 2.22 Work between the sites of Eastern Health (Box Hill Hospital, Angliss Hospital, Yarra Ranges Health, Maroondah Hospital and Healesville and District Hospital) as required ensuring based on site for clinic days.
- 2.23 Acts as a resource person to others in relation to clinical practice, including communication with relevant community and or professional bodies in relation to area of clinical expertise
- 2.24 Provide liaison services for health professionals outside of Eastern Health wishing to refer to the Surgical Clinical Stream's Elective Surgery Wait List or enquire about the status of patients within their care currently waiting to access elective surgery.
- 2.25 Exercises appropriate economy in the use of available resources
- 2.26 Liaise with all Eastern Health sites to maximise the utilisation of allocated operating theatre lists.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and

accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas /Key Performance Indicators

11. NOTE

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.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Eastern Health Surgical Unit Liaison Nurse
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Essential

- Division 1 Nurse / Midwife Registered with the Australian Health Practitioners Registration Agency (AHPRA).
- Demonstrated leadership and project management ability in the clinical setting.
- Demonstrated involvement in maintenance and improvement of clinical standards
- Demonstrated specialist skills and knowledge within the specific specialty.
- High level of interpersonal, communication and organisational skills.
- Computer literacy with proficiency with Microsoft Office software
- Demonstrated Critical thinking skills and the ability to work autonomously.
- Open, flexible and innovative with demonstrated ability to prioritise workload.
- Current Victorian Drivers' Licence

Desirable

- Post Graduate qualifications relevant to the position and/or leadership and management.
- Certificate IV in workplace training
- Demonstrate an understanding of conflict resolution and negotiation skills.
- An understanding of ESIS, DRG and NWAU funding.
- A knowledge of iPM(Patient Administration System), EMR (Electronic Medical Record-PowerChart) and Clinical Patient Folder (CPF)
- Surgical/Theatre nursing background

ATTACHMENT 2

KEY SELECTION CRITERIA

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The EH Surgical Clinical Stream Liaison Nurse is responsible for the coordination and booking of elective surgery theatre lists, for their particular clinical stream. Under the supervision of the Deputy ESAM/NUM bookings, the Liaison Nurse must ensure the following KPIs are achieved. These include but are not limited to:

- Management of ESWL within Department of Health guidelines
- 100% Cat 1 patients treated within 30 days
- 94% Cat 2 patients waiting in time (90 days)
- 94% Cat 3 patients waiting in time (365 days)
- NRFS rate at 15%
- Hospital Initiated Postponements (HIPs) to not exceed 7%
- Expectation of 80% of patients being treated in turn
- Operating Theatre lists scheduled 3 weeks in advance
- Operating Theatre lists scheduled against agreed surgical unit template
- Meet Eastern Health (EH) access, activity and target indicators as defined by KPI Scorecard
- Expectation of identification and development of quality improvement activities
- Annual completion of all EH and surgical unit related competencies
- Compliance with professional registration requirements
- Develop relationships with external stakeholders and providers, as required
- Attend 70% of local departmental meetings
- Maintain activity against established targets
- Assist to develop and strategise service

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au