

Eastern Health

POSITION DESCRIPTION

Position Title:	Eastern Health Acute Specialist Clinics Liaison Nurse – Gastroenterology
Award Classification:	Registered Nurse YY7
Award / Agreement Name:	The Nurses and Midwives (Victorian Public Sector)(Single Interest Employers) Enterprise Agreement 2020-2024Eastern Health Elective
Position Reports to:	Acute Specialist Clinic Nurse Unit Manager (Chandler House)

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 Acute Specialist Clinics Gastroenterology Liaison Nurse is to provide support, knowledge and advice to patients, carers and other health professionals. This role is a critical interface between the Gastroenterology Clinical Stream and the Specialist Clinic's department in delivery of specialist clinics appointments meeting consumer access needs and health service expectations. The Specialist Clinics Liaison Nurse supports the Acute Specialist Clinic Nurse Unit Managers to ensure safe and timely clinical care is delivered. The Acute Specialist Clinics Liaison Nurse manages and coordinates a centralised approach to Specialist Clinics appointments, prioritising patient triage and balancing acuity and complexity promoting equitable and improved timely access.

MAJOR DUTIES AND/OR RESPONSIBILITIES

- Maintaining a clinical stream referral guideline with acceptance criteria (in collaboration and with input from the stream Clinical Director)
- Responsible for the Clinical Prioritisation (triage) of clinical stream referrals to Specialist Clinics and assigning of episode health condition as assigned by the program Clinical Director.
- Responsibility regarding endoscopy access and follow up
 - Triage direct access to endoscopy using defined criteria
 - Arranging endoscopic assessment according to clinical need in a timely fashion. This task will be performed with the assistance of the gastroenterology booking liaison nurse.
 - Coordination of care prior to and following endoscopy
 - Review via telehealth, of pathology in patients post endoscopy and formulation of an appropriate management plan based on guidelines.
 - Letters to GP's and recall procedures requests as appropriate with any points of concern or uncertainty being escalated to the medical team.
- Responsibility as a Gastroenterology/Cancer Interface
 - Being the contact point for patients with newly diagnosed Gastroenterology cancer and ensuring that appropriate investigations are arranged and follow-up booked and attended
 - Attendance and active participation in Gastroenterology unit Multidisciplinary Meetings (MDM)
 - Ensuring any recommendations or investigation requested at the MDMs are actioned and appointments arranged.
- Assessing referrals for statewide referral criteria compliance or in their absence local referral criteria.
- Ensuring appropriate, equitable access to services by treating each patient in turn based on their clinical need, related psychosocial factors and any disparities in access to health care
- In collaboration and with input from the stream Clinical Director, managing planned and unplanned medical staff absences and conflicting work schedules to minimise the cancellation of appointments or clinics.
- Regularly reviewing planned appointment lists.
- Assist with Waiting list oversight and 6 monthly clinical and administrative validation of waiting patients

- Performance monitoring and oversight, including complete and accurate referral management monitoring, ensuring clinics are fully utilised and any changes in demand in services are rapidly responded too
- The role is the key contact point for Gastroenterology specialty clinics clerical/Medical and Nursing staff
- Physician specific case identification and coordination of appropriate clinic bookings
- Reporting of any emerging risks or potential performance issues and use of problem solving skills to mitigate risk is a core task of the role.
- The role will contribute to leave cover across the Acute Specialist Clinics Program including but not limited to other Specialist Clinics Liaison Nurse roles, Associate Nurse unit manager roles and/or the Acute Specialist Clinics Nurse Unit Manager roles.
- Working collaboratively with the Gastroenterology Clinical Stream teams across and wider multi-disciplinary team to support efficient, effective and responsive operations in line with the organisation's strategic direction.
- Holds accountability for work assigned to stream clerical support ensuring patient template numbers are controlled, SMS's are actioned, appointment confirmations/communication is appropriately sent, Failure to Attend (FTA) are followed up in accordance with guidelines and cancelation/rebooking's are actioned in an timely manner.

2. 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.

3. 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.

4. 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 centre 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 based on 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

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

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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.
- Demonstrated understanding of conflict resolution and negotiation skills.

Desirable

- Current Victorian Drivers' Licence
- Post Graduate qualifications relevant to the position and/or leadership and management.
- Certificate IV in workplace training
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- An understanding of ESIS, Case Mix, DRG and NWAU.
- Knowledge of Electronic Medical Record (EMR), patient administration system (IPM), and Clinical Patient Folder (CPF)
- Background in Gastroenterology nursing

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