

Eastern Health

POSITION DESCRIPTION

Position Title:	Clinic Coordinator, <i>WaitLESS</i> Project (Fixed term – 5 January 2026 to October 2027 0.5EFT)
Award Classification:	Holding pay code Nursing YW17 or YX11 Nursing Allied Health Grade 3
Award / Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 Victorian Public Mental Health Services Enterprise Agreement 2021-2024 Health Professional Services Award Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2021-2025
Position Reports to:	Operational line manager: Manager of Allied Health Clinical Research Office, Eastern Health Project lead: Professor of Allied Health & Implementation Science, La Trobe University/Eastern Health Professional: Relevant Professional lead if paid under award

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 Clinic Coordinator role will support the gynaecology and respiratory specialty outpatient clinics and clinical leaders to implement the [Specific Timely Assessment and Triage \(STAT\)](#) model as part of the *Waiting List Evidence to Support Specialist Clinics Research Project (WaitLESS)*. STAT is an evidence-based model to improve timely access to outpatient appointments and has been shown, through multiple research trials, to be an effective way to improve patient flow through outpatient and community health services.

The WaitLESS project, funded by the National Health and Medical Research Council (NHMRC), aims to test whether the STAT model can be successfully implemented across eight specialist outpatient clinics, at Eastern Health, to reduce the time taken for a new patient to receive a first appointment.

The position is employed within the Allied Health Clinical Research Office (AHCRO) at Eastern Health which operates in partnership with La Trobe University, to lead, promote and support research at Eastern Health.

The position is required to visit various sites of Eastern Health where the clinics involved in the study are located, as well as work from 5 Arnold St, Box Hill. Work from home will be considered depending on the project requirements.

1. MAJOR DUTIES AND/OR RESPONSIBILITIES

Major duties of this role include:

- Assist with auditing and validating waiting lists for clinics in the relevant specialties
- Coordinate patient care to ensure timely and appropriate access to specialist medical assessment and management, aligning with the STAT model principles.
- Liaise with patients, carers and patient's care teams and clinical leaders to facilitate integrated entry, management, and discharge from the specialist clinic.
- Support clinical teams in managing change and implementing strategies that reduce waiting time and facilitate high quality, safe patient care.
- Liaise with specialist clinic staff (medical, nursing, and administrative) and research team to meet the objectives of the research project.
- Collection of accurate health service data

2. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining 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, particularly 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 centred care.

5. 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.

6. 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.

7. 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.

8. 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.

9. ATTACHMENTS

- Attachment 1 Key Selection Criteria

10. 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: ____/____/____

11. ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Clinic Coordinator, <i>WaitLESS</i> Project Fixed term – 1.75 years, January 2026 to October 2027 0.5EFT (split role will be considered)
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Award / Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 Victorian Public Mental Health Services Enterprise Agreement 2021-2024

	Health Professional Services Award Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2021-2025
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Essential

- Current registration with AHPRA as a Registered Nurse or Allied Health Professional
- Demonstrated organisational and time management skills, including ability to manage competing priorities
- Understanding of referral and triage processes in the public hospital system
- Competent with electronic medical records, referral systems, and Microsoft Office
- Proficiency in working with databases, spreadsheets and managing data
- Highly developed communication skills and experience in engaging stakeholders
- Post graduate qualification relevant to the position or experience in research, project management, public health, health services management or continuous quality improvement or working towards
- Digital literacy and embracing of health technologies and informatics

Desirable

- Experience working in a specialist clinic setting and/or with the patient populations relevant to these clinical areas

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