

POSITION DESCRIPTION

Position Title:	Access Coordinator - Acute
Award Classification:	Registered Nurse (YX11 – RN Grade 4B)
Award / Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Reports to:	Access Manager – Eastern Health Integrated Access Unit (EHIAU)

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health (EH) 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 Access Coordinator - Acute supports the Eastern Health Integrated Access Unit (EHIAU), to facilitate access and patient flow for emergency, planned and unplanned admissions to EH. The Access Coordinator works closely with EH emergency departments, admission/clinic areas, operating theatres and the wards to maintain patient flow. Working in conjunction with all internal and external stakeholders to ensure the appropriate usage of available beds the Access Coordinator will monitor, source and allocate appropriate inpatient beds in line with Organisational Key Performance Indicator Targets.

The Access Coordinator - Acute is an experienced Registered Nurse in Division 1 with a strong clinical background demonstrating excellent skills in communication, negotiation, problem solving and teamwork.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Acute Access Coordinator - Patient Access Program accountabilities are to:

- Work collaboratively with all Eastern Health departments to support the systems, processes and projects required to ensure the efficient, effective and responsive operation of EH bed allocation and access in line with Organisational Key Performance Indicators.
- Ensure appropriate escalation of patient access and flow issues within Acute to the Access Manager/ Deputy Director Operations of Access
- Manage organisational and administrative daily operations and workflows within the unit
- Maintain open, responsive and effective communication with the Sub-Acute Access Coordinators and Access Manager/ Deputy Director Operations of Access, and other key internal/external stakeholders.
- Develop effective relationships with medical and nursing of Eastern Health, as well as key external stakeholders (referring hospitals, other metro hospitals)
- Escalate concerns regarding safety, quality and risk according to organizational policies and guidelines
- Report, document and address incidents as appropriate
- Reporting requirements of the role are completed within the required time frames
- Works in conjunction with Access Manager/ Deputy Director Operations of Access of Patient Access in the development and progression of Unit Improvement Plan (IIP) in line with Program/Service / Professional and EH Strategic Plan
- Accepts accountability for the outcomes of clinical nursing practices of the Unit and addresses practices that are not consistent with agreed standards, practice guidelines and evidenced based practice.
- Ensure effective patient flow and admission planning principles are in line with organisational requirements
- Monitor and manage the timely transfers of patients according to the EH Demand and Capacity Management Standard, Inter-Hospital Patient Transfer Guideline, EH External Transfer processes and other access EH Guidelines
- Engages with EH Subacute Access to facilitate patient access and flow
- Collaborates and actively works with the Subacute Access team to facilitate planned and unplanned Subacute Access Coordinator leave cover
- Ensures that all nursing practice within the designated unit is within the philosophy, intent, and standards prescribed by Australian Nursing and Midwifery Board (NMBA) and EH policy, standards and guidelines
- Providing support and education to team members, mentors overseeing inexperienced team members, and driving a culture of professional development within all levels of nurses within the unit.
- Ensures mandatory training requirements specified by Eastern Health are completed in appropriate time frames.
- Develop and participate in robust process development for the management of Acute Access processes
- Develop, review, and revise appropriate unit policies and procedures as required around admission, transfer and discharge of patients which are consistent across Eastern Health
- Support Eastern Health initiatives such as; *Healthier Together*
- Identify issues, risks, barriers, and opportunities for improvement related to Access and work with key stakeholders to develop improvement initiatives
- Involvement with service redesign activities that are in accordance with EH methodology for improvement

- Ensures patient access and flow strategies meet community and organisation expectations. Works with and makes recommendations to relevant stakeholders to facilitate service/system improvements.
- Maintains own knowledge of evidence base practice and updates own knowledge and skills accordingly
- Supports key internal and external stakeholders to assist in timely transfers within Eastern Health and from external Care providers
- Provide constructive and continuous feedback to management, staff and other key contacts around access and resource issues
- Support the EH Strategic Plan.
- Support models of care and redesign work to improve patient flow and access to EH services
- Support and facilitate the bed plan and bed closures as per EH bed plan

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, 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 Compensations (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 EH staff are required to comply with EH 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 EH services you must have and maintain the appropriate skills and knowledge required to fulfill 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.

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 2000.

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 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. 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.

Signed: _____
Manager

Date: ____/____/____

INCUMBENT STATEMENT

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

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Essential

- Current Registered Nurse Division 1 registration with AHPRA

- Extensive clinical knowledge, skills and experience in an acute health setting
- Demonstrated leadership skills including:
 - o Effective organisational and interpersonal skills
 - o Proven ability to make timely, accurate and informed decisions in a pressured environment
 - o Proven ability in managing complex situations
 - o Demonstrated ability to problem solve
 - o Demonstrated ability to consult, negotiate with a wide range of stakeholders
 - o Proven ability to embrace change and an ability to facilitate the change process
 - o Demonstrated ability to engage and inspire staff to achieve commonly held goals
- Excellent communication skills both written and verbal
- Ability to work collaboratively as part of a team and autonomously

Desirable

- Evidence of relevant post graduate studies (or working towards) highly desirable
- Experience in a similar role or managerial experience at a Senior Nursing level
- Experience managing access and flow in an acute health setting