

Eastern Health

POSITION DESCRIPTION

Position Title:	Endoscopy Project Co-Ordinator, Planned Surgery
Award Classification:	Registered Nurse Liaison (YY7)
Award / Agreement Name:	Nurses and Midwives Enterprise Agreement 2024-2028
Position Reports to:	Planned Surgery Services 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. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

The Planned Surgery, Endoscopy project coordinator provides patient-centered coordination and advocacy for patients awaiting planned surgery and endoscopy procedures, with a specific focus on long-wait and at-risk patients. The role supports timely access, optimises preparedness for procedures, and acts as a key liaison between patients, clinicians, and operational teams.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Facilitate and coordinate the delivery of an effective, efficient and patient centred pathway and processes for all planned endoscopy patients who have exceeded their category timeframe.
- Respond to findings from comprehensive patient assessments and initiate timely referrals to appropriate medical and allied health specialties for further diagnosis, optimisation, or evaluation.
- Manage and schedule endoscopy patients in line with the Planned Surgery Access Policy (PSAP), ensuring prioritisation, equity, and compliance with access targets.
- Determine and document each patient's Ready for Surgery (RFS) or Not Ready for Surgery (NRFS) status through systematic assessment of health questionnaires against established triage criteria.
- Develop and coordinate individualised care pathways, proactively identifying and addressing factors that may delay or prevent surgery or anaesthesia, with the objective of minimising day-of-surgery cancellations.
- Ensure all relevant clinical information, investigations, and results are obtained from general practitioners and external institutions, reviewed, collated, and triaged in a timely and clinically appropriate manner.
- Actively manage patients identified as NRFS, focusing on early intervention and optimisation of co-morbidities to minimise the duration of NRFS status and facilitate progression toward surgery.
- Ensure that all patients who are overtime on the waiting list have a documented and actively managed care plan, with clearly defined expected outcomes and review points.
- Maintain up-to-date waiting list documentation for all patients, ensuring compliance with PSAP and organisational requirements.
- Provide comprehensive patient education, both verbal and written, including (but not limited to) medication management, fasting requirements, pain management, wound care, physical activity, recovery expectations, and escalation pathways.
- Communicate effectively with key internal and external stakeholders across the patient journey, including clinicians, perioperative services, and administrative teams, regarding current or potential medical issues or special requirements to support forward planning and prevent cancellations or delays.

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

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

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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to 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:	Endoscopy Project Co-Ordinator, Planned Surgery
Award Classification:	Registered Nurse Liaison (YY7)
Award / Agreement Name:	Nurses and Midwives Enterprise Agreement 2024-2028
Position Reports to:	Planned Surgery Services Manager

Essential

- Experience leading or supporting the delivery of complex projects in a large organisation using recognised project methodology.
- Superior time management capabilities and the ability to produce high quality work within short time frames and to deadline.
- Advanced written and verbal communication and interpersonal skills with a diversity of stakeholders, including motivation, negotiation and conflict resolution.
- Ability to effectively form and lead small teams to achieve project outcomes within deadlines.
- Demonstrated ability to develop and successfully implement creative solutions to complex systemic and organisational problems.
- Strategic perspective with a keen ability to also consider the detail
- Significant experience in policy/procedure development.
- Confidence in presenting to small and large audiences
- Ability to travel between Eastern Health sites.

Desirable

- Knowledge and understanding of perioperative care before, during and after surgery
- Demonstrated ability to work independently in an organised fashion to meet the clinical demands of the patient & family.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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