

Eastern Health

POSITION DESCRIPTION

Position Title:	Vulnerable Populations and Day Case Coordinator (fixed term)
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 Vulnerable Populations and Day Case Coordinator is a fixed-term position established to support delivery of the Victorian Department of Health Planned Surgery Access Policy and Planned Surgery Reform priorities.

The role has a dual focus on:

Improving equity of access and engagement for vulnerable and priority populations requiring planned surgery.

Increasing utilisation of appropriate day case surgery pathways to improve patient outcomes, system efficiency and patient flow.

The Coordinator will work across Planned Surgery Admission Unit (PSAU), Pre-Admission Clinic (PAC), surgical specialties and community-based services to identify barriers to care, coordinate targeted interventions, improve patient preparedness, optimise surgical pathways and support culturally safe, inclusive and patient-centred care.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Vulnerable Populations Coordination

- Improve access, engagement and preparedness for patients experiencing barriers to planned surgery.
- Coordinate care across surgical services, PSAU, PAC, community agencies and support services to facilitate equitable patient outcomes.
- Develop and strengthen partnerships with Aboriginal Health, multicultural services, disability supports and other relevant stakeholders.
- Support culturally safe communication, patient education and care navigation initiatives that reduce non-attendance and improve readiness for surgery.

Day Case Surgery Coordination

- Support increased utilisation of appropriate day case surgery pathways across Eastern Health.
- Assist clinical teams to identify, develop and implement standardised day case models of care.
- Coordinate initiatives that improve patient preparation, reduce avoidable overnight admissions and enhance patient flow.
- Monitor barriers to day case utilisation and contribute to service improvements that optimise efficiency and patient outcomes.

Quality Improvement, Reporting and Stakeholder Engagement

- Lead and support quality improvement initiatives aligned with planned surgery reform priorities.
- Collect, analyse and report performance data relating to vulnerable populations and day case surgery outcomes.
- Develop effective working relationships across multidisciplinary teams and external partners to support service objectives.
- Contribute to policy development, service redesign and projects that improve patient experience, access and system performance.

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

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Essential

- Demonstrated experience in care coordination, patient navigation, perioperative services, planned surgery or service improvement.
- Strong understanding of barriers affecting vulnerable and priority populations accessing healthcare.
- Demonstrated ability to work effectively across multidisciplinary teams.
- Experience in project management, service redesign or quality improvement.
- High-level communication, negotiation and stakeholder engagement skills.
- Demonstrated analytical and problem-solving capabilities.
- Ability to interpret and utilise data to drive improvement initiatives.
- Demonstrated commitment to patient-centred, culturally safe and inclusive care.
- Advanced organisational skills and ability to manage competing priorities.
- Proficiency in Microsoft Office applications and healthcare information systems.

Desirable

- Experience working in planned surgery, perioperative services or outpatient settings.
- Knowledge of Victorian Department of Health Planned Surgery Access Policy and Reform Blueprint.
- Experience working with Aboriginal health, multicultural health or community support services.
- Qualification in quality improvement or project management.
- Experience with healthcare performance reporting and data analysis.

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