

Eastern Health

POSITION DESCRIPTION

Position Title:	Surgical Liaison Nurse
Award Classification:	Clinical Nurse Consultant A Registered Nurse ZF4
Award / Agreement Name:	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028
Position Reports to:	Planned Surgery Access Nurse Unit 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 role of the Liaison Nurse (LN) is to provide high level of clinical skill, knowledge and advice to patients, carers and other health care professionals. This role is a clinical and management leader within the surgical clinical stream and is to assist the Nurse Unit Manager (NUM PSAU) to ensure clinical standards are met. The Liaison Nurse will develop, coordinate and manage a centralised approach to planned surgery waiting list management of the allocated surgical clinical stream and provide management support to the allocated surgical Clinical Director and the surgical staff. The Liaison Nurse will work with the allocated sites to appropriately manage planned surgery according to the Eastern Health planned surgery patient journey. The Liaison Nurse will be responsible for the clinical and theatre session management of the planned surgery waiting list across the relevant sites of Eastern Health.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- 2.1 Works collaboratively with the EH surgical clinical stream, and wider multi-disciplinary team to support efficient, effective and responsive allocation of work to the surgical clinical stream in line with the organisation's strategic direction. The Liaison Nurse is key driver of effective and timely communication with patients, and team members in surgery specialist expertise.
- 2.2 Works with the clinical consultants, senior surgical team in clinical decision making with problem identification and solution, and analysis and interpretation of clinical data in clinical expertise.
- 2.3 Assists the PSAU NUM to investigate all incidents that occur relevant to the area of clinical expertise or have implications to the delivery of patient care within the unit.
- 2.4 Assist the senior nursing team in maintenance and improvement of clinical standards.
- 2.5 Ensure the surgical clinical stream's practices are in accordance with relevant Acts, Agreements and Eastern Health directions, policies, procedures and Code of Conduct. Report personal/other non-compliance to the PSAU NUM/PSSM.
- 2.6 Ensures clinical interventions are evidence-based and are consistent with Clinical Practice Guidelines prescribed by the organisation. Be accountable for reporting outcomes of nursing interventions to the PSAU NUM (or delegate).
- 2.7 Triage and manage the allocation of patients referred to the planned surgery waiting list to the appropriate site.
- 2.8 Responsibility for the clinical management of the surgical clinical stream planned surgery waiting list, including management of complex patients, treatment of patients in turn and management of operating theatre list construction.
- 2.9 Responsible for monitoring and improving the performance to the allocated surgical clinical stream planned surgery Key Performance Indicators (KPI) and monitor the treatment of all Category 1 patients within time.
- 2.10 Manage and provide direction to the Clerical Team Leader and booking clerk in the management of the surgical clinical stream activities, Planned Surgery Wait List and theatre scheduling template.
- 2.11 Liaise with other Departments across Eastern Health as required, including pre-admission clinic, medical imaging, pathology, allied health, radiology, and other services to ensure best outcomes for patients waiting for planned surgery.
- 2.12 Manage the Health Questionnaire distribution and return process, including the triage process with the Clerical Team Leader and booking clerk. Ensure patients are appropriately referred to Pre-admission Clinic.
- 2.13 Cover leave across the EH sites and surgical streams, as required, including other Liaison Nurse roles or the PSAU NUM role.
- 2.14 Treat all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner. Provide an efficient and customer focussed service.
- 2.15 Promotes a culture of continuous service improvement and support, and contribution to quality improvement and research projects within the area of practice. Explore, develop and implement improvements to models of care to enhance treatment of the surgical clinical stream to reduce length of stay and resource consumption whilst achieving quality outcomes across the health service. Analyse and evaluate data and compile statistical reports to gauge the effectiveness of the role.
- 2.16 Acts as a unit clinical lead, providing support and education to team members, mentors and supports inexperienced team members, and drives a culture of professional development within the unit. Contributes to education and reviews the delivery of models of education to staff, students and other professionals. Acts as a

resource person to others in relation to clinical practice, including communication with relevant community and or professional bodies in relation to area of clinical expertise.

2.17 Promotes research and critical analysis in the area of clinical expertise and assists the PSAU NUM to ensure service and nursing practice benchmarks are achieved.

2.18 Work between the sites of Eastern Health as required ensuring on site presence for clinic days where required.

2.19 Provide liaison services for health professionals outside of Eastern Health wishing to refer to the surgical clinical stream Planned Surgery Wait List or enquire about the status of patients within their care currently waiting to access planned surgery.

2.20 Exercises appropriate economy in the use of available resources.

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 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 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

- 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

Desirable

- Post Graduate qualifications relevant to the position and/or leadership and management
- Demonstrate an understanding of conflict resolution and negotiation skills
- An understanding of ESIS, DRG and NWAU funding
- A knowledge of iPM (Patient Administration System), EMR (Electronic Medical Record-PowerChart) and Clinical Patient Folder (CPF)
- Surgical/Theatre nursing background

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