

POSITION DESCRIPTION

Position Title	Patient Services Coordinator		
Division	Nursing	Unit	Nursing Administration
Campus	Leongatha		
Classification	Registered Nurse Grade 6 DDON (51-100 beds) ZE6		
Award	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020		
Reports To	Executive Director of Nursing		
Professional Relationships	After Hours Coordinators, NUMs		
Position Approved By	Executive Director of Nursing		

Position Outline:

The Patient Services Coordinator position is recognised as a key management/leadership position managing the day to day operations and bed management of the health service and providing leadership in achieving, upholding and fulfilling the organisations vision, mission and values.

In addition, the Patient Services Coordinator will also coordinate nursing and ancillary services to ensure that the highest standard of patient care, within available resources, is provided in collaboration with clinical nurses at all times. The role is also responsible for providing support, advice and clinical supervision as required to Koorooman House, the Korumburra Campus and Hillside Lodge. In the case of the Korumburra Campus and Hillside Lodge, this is by telephone consultation only. The Patient Services Coordinator will be a professional role model, providing leadership, which is collaborative, consultative, innovative and responsible in its style.

Divisional Context:

The Acute Services Division at GSHS is a dynamic team of nurses, personal care attendants, hotel and domestic workers, managers and a variety of key medical practitioners who provide a broad range of acute and nursing-based services to the South Gippsland Shire, including;

- Inpatient Care
- Specialist Acute Nursing Services
- Infection Control
- Clinical Support Services
- Staff Education and Development
- Quality Improvement
- Hotel & Domestic Services
- Complaints Officer

Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none">• Continuous Improvement• Evidence Based Practise• Consistency of Practice• Innovative Practice• High Standards	<ul style="list-style-type: none">• Unwilling to Improve• Lack of Innovation• Non-Adherence• Inconsistency• Acceptance
Individuality	<ul style="list-style-type: none">• Be Tolerant• Acknowledge Rights• Personalise• Support Individuals• Practice Self Care	<ul style="list-style-type: none">• Lack of Respect• Discriminating• Being Inconsiderate• Being Judgemental• Being Dismissive
Collaboration	<ul style="list-style-type: none">• Value Teamwork• Involve Others• Actively Listen• Ask and Offer Solutions• Support Decisions and Change	<ul style="list-style-type: none">• Poor Communication• Criticising Others• Being Negative• Not Open• Withholding Information
Accountability	<ul style="list-style-type: none">• Take Responsibility• Set Clear Expectations• Manage Performance• Results Focused• Ethically Bound	<ul style="list-style-type: none">• Blaming Others• Unethical Behaviour• Underperforming• Unreliable• Shirking Responsibility
Respect	<ul style="list-style-type: none">• Respect People• Respect Privacy• Respect Property• Respect Views• Be courteous	<ul style="list-style-type: none">• Being Rude• Being Negative• Being Disrespectful• Being unhelpful• Disrespecting Property
Empowerment	<ul style="list-style-type: none">• Take Initiative• Actively Participate• Ask Questions• Clarify Expectations• Empower Others	<ul style="list-style-type: none">• Authoritarian• Discrimination• Blaming Others• Not Sharing• Stifling Development

Key Responsibilities

Leadership & Management

- Coordinates the day to day management of the Nursing Services
- Facilitates patient bed management and care in accordance with hospital procedures, policies and statutory regulations
- Ensures organisations admission and discharge principles/policies are adhered to
- Fosters teamwork and problem solving and reinforces a learning culture embracing the vision, values and mission of GSHS
- Contributes to the development and evaluation of the philosophy and objectives of the Nursing Services
- In conjunction with the Nurse Unit Managers, develops and maintains operational policies, procedures and guidelines that enable the departments to function in an organised and efficient manner

Resource Management

- Works closely with the Nurse Unit Managers and fosters the personal and professional development of nurses offering support and recognition initiatives
- Fosters and promotes a motivational climate that encourages staff growth, self-development and job satisfaction
- Assists in analysing key performance indicators for resource management to ensure GSHS is adequately resourced with nursing employees of adequate knowledge, skill and ability and overtime is managed
- Manages within the constraints of industrial award and legislative requirements

Continuum of Care

- Develops and promotes systems which allow for consistent evaluation of nursing care based on the current concepts of evidence based ethical and legal frameworks
- Advises and implements if necessary, changes in the patient care practices as indicated by the results of quality improvement programs and current research findings
- Acts as a consultant to nursing staff and assists in innovative program development that embraces transition for patients into their home environment from their episode of care in the acute setting
- Utilises appropriate resources within the Hospital and Nursing Services to provide consultation, education, technical and information services as needed to self, staff or patients
- Collaborates with health practitioners utilising specific support services to maintain optimal patient care

Safe Practice & Environment

- Responds to all codes and undertakes the role of Emergency Controller and liaises with the Emergency Control Team
- Ensures that equipment and supplies meet required standards for safe patient care provision
- Understands the principles of Clinical Risk Management (CRM) and ensures accident, incidents and sentinel events are reported, actioned and evaluated appropriately using RiskMan
- Supports the measures in place, which ensure compliance with risk management programs, safety procedures and legislative requirements
- Ensures supervision and implementation of recommended infection control policies and procedures within GSHS

Continuous Improvement

- Assists with the development and implementation of quality clinical improvement programs
- Utilises evaluation methodology and audit findings to maintain and improve standards of nursing care to patients
- Promotes and participates in pilot studies and research designed to improve patient care
- Participates in the Clinical Risk Management (CRM) record reviews and documents investigation results and findings in RiskMan

Personal Development

- Identifies goals for professional self-development and seeks continuing education opportunities to attain these goals
- Membership and attendance at committees and evaluation of their performance
- Works within scope of practice and maintains own continuing professional development through involvement in nursing organisations, reading nursing literature, attending seminars and disseminating this information to colleagues
- Participates in self-evaluation through performance appraisal six months after appointment and then annually

Managers are responsible for implementing and maintaining GSHS' Evidence Based Leadership Program, including but not limited to:

- Accountability Framework – setting, monitoring and achieving annual goals, 90 day plans and “must-have” leadership behaviours, tracked through the validation matrix
- Connecting – collecting and analysing feedback, using the information to recognise and reward and/or take corrective action, ensuring staff have everything they need to do their job; communicating these results through Traffic Light Reports and Communication Boards
- Communication – using AIDET and other communication techniques as one means to improve outcomes for patients
- Any other evidence-based strategies and tactics employed by the organisation to achieve “*Excellence in Healthcare*”

Qualifications, Technical Skills & Experience:

Essential

- Registered Nurse with current Australian Health Practitioner Regulation Agency registration
- Substantial post registration experience and nursing management experience
- Post Graduate qualifications in nursing/appropriate discipline or working towards the same or similar tertiary qualification
- Demonstrated effectiveness as a manager with proven ability to develop, plan and meet strategic operational objectives

Desirable

- Previous experience in a Hospital Coordinator position
- Previous experience within a hospital or health care environment

Nursing Capabilities

Mapped to the Australian Nursing and Midwifery Accreditation Council, National Competency Standards for the Registered Nurse/Midwife.

Demonstrated ability to practice within the domains and competencies that make up the National Competency Standards for Registered Nurses:

1. Professional Practice
2. Critical thinking and analysis
3. Provision and coordination of care
4. Collaborative and therapeutic practice

Leadership Capabilities

THINKS CREATIVELY AND SOLVES PROBLEMS EFFECTIVELY

- Understands the work area's direction and how it delivers its service
- Links own work to the health service's work priorities
- Applies creative approaches to issues and problems.
- Shows judgement, intelligence and common-sense.

ACHIEVES RESULTS

- Responds to client needs and organizes resources
- Shares expertise and uses technology effectively
- Adapts to and implements change
- Delivers on intended results.

DEMONSTRATES PERSONAL DRIVE AND INTEGRITY

- Demonstrates professionalism and acts ethically
- Engages with risk and shows personal courage and resilience
- Takes personal responsibility for meeting objectives and progressing work
- Demonstrates self-awareness and a commitment to personal development.

COMMUNICATES EFFECTIVELY

- Communicates clearly
- Listens, understands and adapts to the audience
- Negotiates effectively.

WORKS PRODUCTIVELY WITH OTHERS

- Builds internal and external relationships
- Values individual differences and diversity
- Works co-operatively
- Guides people

OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

Policies & Procedures

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

Values & Conduct

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

Risk Management

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to affective risk management within their area of influence
- Adhere to organisational risk management policy and procedures
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities
- Identify new and emerging risk
- Contribute feedback to risk management review processes

Performance Management

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

Clinical Supervision

GSHS' participates in programs designed to provide students with on-the-job training whilst being supervised by an appropriately skilled person. All staff of GSHS are required to provide such supervision from time-to-time.

Registered Health Professionals are required as part of their status as registered Health Professionals to provide clinical supervision from time to time, whether recognised as part of their job responsibilities or not. GHS expects that the highest standards of best practice will be applied at all times where staff are required to provide clinical supervision to either staff or students.

Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS' discretion and activities may be added, removed or amended at any time.

Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	