



POSITION DESCRIPTION

POSITION TITLE:	After Hours Hospital Coordinator
DIVISION/DEPARTMENT:	Nursing Administration
CLASSIFICATION:	Registered Nurse Grade 5 (ZB5)
INDUSTRIAL AGREEMENT:	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements.
REPORTS TO:	Operational Director – Continuum of Care
PRE-REQUISITES:	Registered Nurse Grade 2
Essential:	Post Graduate Studies (in related areas e.g. RIPERN, Rural and Remote Emergency Nursing, Emergency) Current Nurse Registration with AHPRA Current Police check Current Working with Children's Check ALS Triage Competency Intravenous Cannulation Management of anaphylaxis ECG interpretation and management of chest pain
Desirable:	Post graduate studies in midwifery Enrolled/ completed masters in a relevant nursing speciality.

KEY SELECTION CRITERIA:

- Demonstrated extensive clinical expertise in an acute environment
- Demonstrated knowledge and understanding of concepts of clinical governance, patient safety and clinical risk management
- Clear understanding of current Nurses Enterprise Bargaining Agreement and its application in the clinical setting
- Possess knowledge of relevant legislation, particularly the national health reform and National Standards and Aged Care Standards
- Knowledge and commitment to Quality Management and Accreditation processes
- Demonstrate well-developed communication and interpersonal skills

- Act as a role model of and actively promote open disclosure and person centred practices
- Demonstrated ability to articulate clear decision making processes
- Understand the principles of financial management, including budget development, monitoring and reporting
- Demonstrated ability to lead and manage change taking into consideration the appropriate consultative process and operational requirements
- Timely and appropriate escalation of critical incidents to the on call executive.
- Strong leadership skills as demonstrated by HR initiatives, communication skills, problem solving, adaptability to workforce needs and performance management processes.

OUR PURPOSE:

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

OUR VALUES:

Compassion, Empathy, Accountability, Respect and Excellence.

POSITION SUMMARY:

- Mentor and lead the nursing staff in providing high quality nursing care to patients and supervise specialist care delivered by other staff;
- Coordinate specialised aspects of care provided to patients.
- Act as an advocate for patients and their families, ensuring their opinions are heard and their rights are respected;
- Provide a productive, safe environment in the unit, demonstrating effective leadership.
- Ensuring the efficient, safe and cost effective continuation of hospital services in the absence of the Executive Director of Clinical Services and Chief Executive Officer.
- Working with staff in the early recognition and safe management of patient deterioration
- Participating at a senior level in the organisation's quality and accreditation programs.
- To act as an After Hours Hospital Coordinator. That is:

As defined by the Safe Patient Act: the After Hours Coordinator means a registered nurse or a midwife who is responsible for overseeing the operations of the hospital when the Director of Nursing or Director of Midwifery is not on duty

The specific responsibilities of an after-hours coordinator include

- *Liaising with all staff acting as resource for staff, facilitating and promoting quality patient care.*
- *Co-ordinating and maintaining appropriate nursing staff levels through consultation with clinical nurses, redeploying staff and engaging nurse bank employees/agency staff as required.*
- *Facilitating patient admission and/or emergency procedures in accordance with hospital policy and in or to maintain an efficient after hours service.*
- *Ensuring the smooth release of bodies from the mortuary after hours when necessary for coronial or religious reasons.*
- *Maintaining an awareness of patient/nurse dependency throughout the shift as this will assist the safe co-ordination of staff and patients.*
- *Assisting with the monitoring and analyses of patient incidents and accidents.*
- *Escalating clinical and/or organisational concerns as appropriate and according to relevant guiding documents*
- Maintain competence in nursing practice as measured by the Australian National Competency Standards for the Registered Nurse.
- Comply with all organisational policies and procedures.
- Education and direction of staff to adhere to nursing policies and procedures;
- Deliver excellent nursing care in accordance with Organisational values, policies, procedures and clinical practice guidelines (CPG).

- Promote Benalla Health's Values and Code of Conduct through your practise and encourage the same in colleagues.
- Counsel patients and providing appropriate health education;
- Support Quality Improvement by carrying out quality activities and research within their area of practice.
- Contribute to the maintenance and improvement of clinical standards.
- Assess the need for training and education of other staff and then deliver specialist clinical teaching and supervision to nurses, health care staff and students in the unit and nursing division as required.
- Carry our research and development in the speciality
- Provide advisory services to appropriate committees
- Participate in the organisation's quality and accreditation programs, contributing to the processes whereby the quality of care of patients and residents is continuously improved. This includes examining own and others' nursing and health care delivery critically and incorporating the results of personal research or the research findings of others in the delivery of care.

RESPONSIBILITIES:

1. LEADERSHIP:

- Strategic service development: ensure efficient and effective operation of the hospital after normal business hours in line with the strategic direction of the organisation.
- Compliance: ensure after hours hospital services comply with relevant Acts, Legislation, organisational Policies and Procedures.
- Customer service: Treat all patients, clients, residents, visitors and staff in accordance with Benalla Health's values. Demonstrate a willingness to adhere to the Hardwiring Excellence principles of Studer. Ensure the health service provides a proficient and customer focused service after hours. Monitor consumer concerns, assist with their resolution and refer on call executive.
- Administration: Ensure all administrative functions are completed within the mandates of the position. Assist the Nurse Unit Manager of Urgent Care with any projects or portfolios as requested.
- Staff Support: Liaise with all staff and act as a resource for staff, facilitating and promoting quality patient care. Assist in maintaining supportive relationships between staff, patients and be available for consultation and advice.
- Communication: Ensure the on call executive are notified in a timely manner of adverse events.

2. NURSING PRACTICE:

- Clinical Practice: Ensure all practice within the health service after hours is delivered within legislative guidelines
- Governance: After hours, accept responsibility for the outcomes of clinical nursing practices, ensure clinical practices are delivered in accordance with policies and procedures and evidence based research.
- Care Continuum: Ensure the needs of the community and the organisation are met. Make recommendations to relevant stakeholders to facilitate service/system improvement.

- Patient Care: Maintain an awareness of patient acuity and nursing workloads throughout the shift, adjusting as necessary to meet patient need and ensuring compliance with the Safe Patient Care Act .
- Incident Management: Assist with the monitoring and analysis of patient incidents and accidents.

3. HUMAN RESOURCE MANAGEMENT:

- Workplace Management: Assist in staff recruitment and retention strategies and performance management. Manage work practices in accordance with award agreements and entitlements.
- Workforce Development: Ensure all staff complies with the specific competencies as determined by the organisation.
- Workforce Deployment: Coordinate and maintain appropriate staff levels through consultation with department heads, redeploying staff and using casual staff as required.
- Incident Management: Assist with the monitoring and analysis of staff incidents and accidents.

4. SAFE PRACTICE AND ENVIRONMENT

- Safe Practice: Ensure safe work practices and focus on clinical and environmental risk management strategies. Ensure all practices are in accordance with Infection Control Standards.
- Incident Management: Comply with Benalla Health's policies regarding reporting actual and near-miss events and implement appropriate investigation and follow up actions.
- Emergency Planning and Management: Be actively involved in the preparation, maintenance and implementation of Emergency Response Plans and together with other emergency control personnel, be responsible for the coordination of staff and patient movement in the event of an emergency during own rostered shift.

5. RESEARCH, EDUCATION AND IMPROVING PERFORMANCE

- Continuous Improvement: Assist with monitoring standards of service and practice through the quality framework. Implement interventions identified from quality framework.
- Training: Ensure staff compliance with training requirements specified by Benalla Health.
- Education and research: Promote research and critical analysis in order to ensure service and nursing practice benchmarks are achieved.
- Continuing Professional Development: Annually attend Continuing Professional Development program on emergency management and response procedures.

SAFETY MANAGEMENT SYSTEMS

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and OHS training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all

- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

QUALITY & RISK

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

POLICY & PROCEDURES

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

MANDATORY ORGANISATIONAL COMPETENCIES

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

The mandatory training requirements for Registered Nurses at Benalla Health include:

- Basic Life Support
- ANTT Foundations
- ANTT practical
- Basic Life Support Practical

The mandatory competencies required of an After Hours Hospital Coordinator at Benalla Health include:

- Code Blue- Advanced Life Support (ALS)
- Code Blue- Neonatal Resuscitation
- Obstetric Emergency Management for Registered Nurses
- Chief Fire and Emergency Warden training
- Recognising and Responding to Clinical Deterioration – Compass
- Intravenous Cannulation
- RN in Mid program if not qualified as a midwife
- ECG interpretation & management of chest pain

CONSUMER ENGAGEMENT

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

PREVENTION AND RESPONSE TO FAMILY VIOLENCE

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

PERFORMANCE REVIEW & DEVELOPMENT

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.

EMPLOYEE'S NAME: _____
EMPLOYEE'S SIGNATURE: _____
DATE:/...../.....

MANAGER'S NAME: _____
MANAGER'S SIGNATURE: _____
DATE:/...../.....

CREATED: November, 2010
Director of Clinical Services/Human Resource Manager

REVISED: Sept 2018

Benalla Health

Aligning behaviours to our Values and Code of Conduct

Compassion	Empathy	Accountability	Respect	Excellence
<i>In our team we ...</i>				
<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
<i>In our team we do not ...</i>				
<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
<i>Our standard is what we choose to walk past ...</i>				

