

## 1. General Information

<b>Position Title:</b>	Theatre Floor Co-ordinator
<b>Division/Department:</b>	Perioperative Services
<b>Position Reports to:</b>	Nurse Unit Manager-Operating Suites
<b>Enterprise/Individual Agreement:</b>	Epworth HealthCare Nurses Enterprise Agreement 2016-2020
<b>Classification/Grade:</b>	
<b>Location:</b>	Epworth Freemasons
<b>Employment Status:</b>	Permanent Full Time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	N/A
<b>Key Relationships - internal and external</b>	Nurse Unit Manager Associate Director of Clinical Services; Director of Clinical Services Nursing Staff and other ward unit staff (eg. ward clerk, allied health, support services) Visiting Medical Officers (VMOs) Patients and families

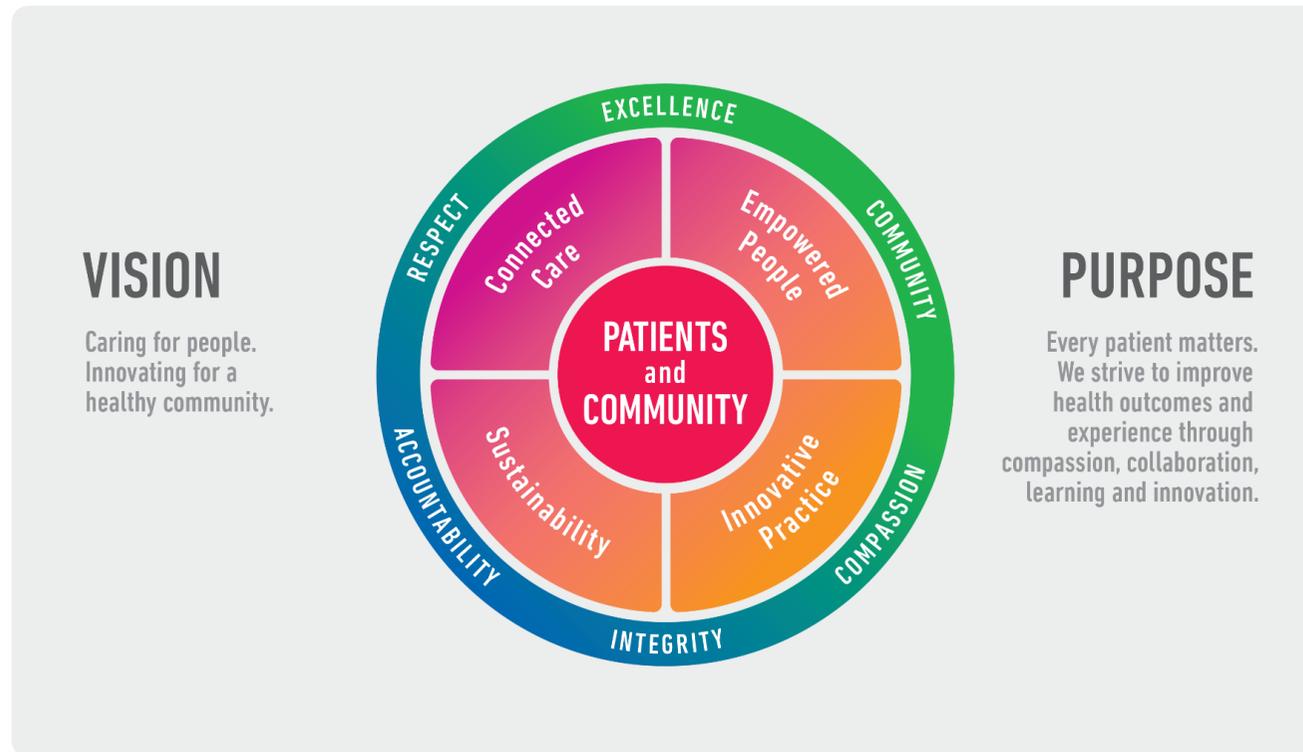
## 2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

## 3. Epworth HealthCare Strategy



<b>All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.</b>
<b>Connected Care</b> – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential
<b>Empowered People</b> – Enable and empower our people and teams to be their best and make a difference to the patient experience
<b>Innovative Practice</b> – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery
<b>Sustainability</b> – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

## 4. Purpose of the Position

The primary role of the Theatre Floor Coordinator is the operational management of the theatre complex in collaboration with Theatre Nurse Unit Managers and Perioperative Services Manager, to ensure continuity of staff and delivery of service.

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Customer Centred Leadership</b>  <b>Focuses on the provision of clinical leadership in a customer centred environment.</b></p> <ul style="list-style-type: none"> <li>• Promotes a culture of customer service with doctors, patients, visitors and staff</li> <li>• Theatre Floor Coordinator has a 'can do' attitude that supports the delivery of timely, safe, evidence based person centred care to patients at Epworth HealthCare in a cost effective manner that optimises clinical, operational and financial performance</li> </ul> <p><b>Actively promotes the unit to doctors and other key stakeholders.</b></p> <ul style="list-style-type: none"> <li>• The Theatre Floor Coordinator builds strong and trusting relationships with internal and external stakeholder to promote and maintain the reputation of the unit</li> </ul>	<p><b>1. Patient Satisfaction</b>                      Press Ganey (Nursing) mean and percentile score</p>
<p><b><u>Streamlined and safe patient services within an optimal clinical environment</u></b>                      Oversees the delivery of patient-centred care and implements strategies to enhance the patient experience and journey and their overall satisfaction with Epworth; ensuring this is coordinated through NUMs &amp; other Senior Staff.</p>	<p><b>2. Clinical Incident rate:</b>                      % achievement of selected KPI that is relevant to unit (as measured on quality dashboard) at least to target</p>

<p>The Theatre Floor Coordinator leads and coordinates the patient care team (includes the activities of medical, nursing, education, allied health and non-clinical support staff) to deliver high quality holistic patient centred care in a cost effective manner</p> <ul style="list-style-type: none"> <li>• The Theatre Floor Coordinator undertakes leadership rounding</li> <li>• The Theatre Floor Coordinator oversees the implementation and delivery of care within the National Safety and Quality Health Service (NSQHS) Standards.</li> </ul> <p><b>Drives and actively improves on relevant models of care that fosters a collaborative approach to evidence-based practises.</b></p> <ul style="list-style-type: none"> <li>• The Theatre Floor Coordinator uses information resulting from patient incidents/adverse events to identify areas for improvement to influence changes to clinical practice.</li> <li>• The Theatre Floor Coordinator recognises the value of research in contributing to developments in nursing and improved standards of care, by participating in unit/hospital Quality Improvement/Research Activities</li> </ul> <p><b>Provides and maintains [as far as is practicable] a safe work environment, work practices and minimises risks to self, staff, patients and visitors.</b></p> <ul style="list-style-type: none"> <li>• Routine safety &amp; hazard checks completed as per Epworth Policy</li> <li>• Promotes a culture of risk awareness and proactively responds to incidents and near misses.</li> </ul>	
<p><b>Access to Services</b>  <b>The Theatre Floor Coordinator, in conjunction with the NUM &amp; Hospital Coordinators, monitors and co-ordinates patient flow in and out of the unit/ward: This includes</b></p> <ul style="list-style-type: none"> <li>• The facilitation of unit-based patient flow processes that maximise patients' timely access to care</li> </ul>	<p><b>3. Activity/LOS Management</b></p> <p>ALOS/minutes per procedure within agreed target</p>

<ul style="list-style-type: none"> <li>• Develops and implements patient flow initiatives within the Unit</li> <li>• Effective allocation of patients to staff with appropriate skills</li> <li>• Ensuring processes are in place to enable patients' timely and effective discharge management</li> </ul> <p><b>LOS Management and review</b></p> <ul style="list-style-type: none"> <li>• Facilitates processes for frequent review of LOS and Estimated Discharge Date</li> </ul> <p><b>Activity Management</b></p> <ul style="list-style-type: none"> <li>• Understanding of daily requirements and forecasting activity to facilitate appropriate resource management</li> <li>• In collaboration with the NUM team, identifies opportunity to achieve occupancy targets</li> </ul>	
<p><b>Operational Management</b></p> <p><b>Develops strategies and actions to meet budget</b></p> <ul style="list-style-type: none"> <li>• In the absence of the Nurse Unit Manager, provides management and clinical direction to all nursing staff</li> <li>• In consultation with the NUM, reviews work practices to ensure cost effective management of both human and material resources</li> <li>• In collaboration with the NUM, monitors and reviews the unit budget to meet agreed targets</li> </ul> <p><b>Unit Business Planning</b></p> <ul style="list-style-type: none"> <li>• Manages and monitors risks within area/s of responsibility and reports key/emerging risks and opportunities to NUM</li> </ul> <p><b>Variance Analysis &amp; Reporting</b></p> <p>☑ The Theatre Floor Coordinator provides information in relation to variances against budget to the NUM</p>	<p><b>4. WHPPD (or LHPOM for procedural)</b></p> <p>WHPPD or LHPPD within unit budget</p>

# Position Description



<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Role model and actively promote a culture of high quality patient care</li> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies</li> <li>• Uses data (such as compliments, complaints and Press Ganey) to identify breakdowns in internal processes and systems that directly impact patient care and customer service</li> <li>• Responds quickly and proactively escalate concerns when necessary</li> <li>• Role model and actively promote a culture of high quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Compliments to complaints ratios</li> <li>• Completes leader rounding at agreed frequency</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<p><b>Safety and Wellbeing</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>• All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> </ul>

<p>trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> <li>• Integrate and review OHS performance in staff PDPs</li> <li>• Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>• Mandatory training completed at agreed frequency</li> </ul>
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## 6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<ul style="list-style-type: none"> <li>• Registered Nurse or Midwife with Nursing and Midwifery Board of Australia Health Practitioner Regulation Agency (AHPRA)</li> <li>• Post graduate qualification in the area of specialisation</li> </ul>
Previous Experience	<ul style="list-style-type: none"> <li>• Relevant post registration clinical experience</li> </ul>
Required Knowledge & Skills	<p><b><u>Leadership and Interpersonal Skills</u></b></p> <ul style="list-style-type: none"> <li>• Well developed interpersonal and leadership skills that inspire the trust and confidence required to lead and manage high performing teams and build strong relationships with patients, their families and key internal &amp; external stakeholders</li> <li>• Ability to build strong relationships to work collaboratively with NUM &amp; peers</li> <li>• Demonstrated capability for and focus on innovation through initiating and implementing improvements to service delivery, models of care, evidence based practice, and practice development</li> <li>• Provide opportunities and support for the professional development the team</li> </ul> <p><b><u>Clinical Expertise and commitment to high quality patient care and continuous improvement</u></b></p> <ul style="list-style-type: none"> <li>• Evidence of a commitment to patient/customer service, clinical governance and quality improvement.</li> <li>• Positive role model to all levels of staff in terms of commitment to the delivery of high quality patient care.</li> </ul> <ul style="list-style-type: none"> <li>• Knowledge and understanding of the National Standards for Clinical Excellence and ACHS Accreditation Standards.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated clinical expertise in clinical advancements particularly in the speciality of the unit.</li> <li>• Sound knowledge of ACORN standards</li> </ul> <p><b>Leadership, HR and Business Acumen</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability to lead, assist and support organisational change.</li> <li>• Knowledge and understanding of Legislation, OH&amp;S principles and relevant awards.</li> <li>• Knowledge and commitment to Acts, Agreements and Epworth HealthCare directions, policies, procedures and staff code of conduct.</li> </ul> <p><b>Marketing and Growth</b></p> <ul style="list-style-type: none"> <li>• Committed to achieving a culture of success, assisting NUM to initiate any change management associated with success and growth of the department.</li> <li>• Committed to building relationships with external and internal stakeholders to promote the Epworth HealthCare brand</li> </ul> <p><b>Teaching and Research</b></p> <ul style="list-style-type: none"> <li>• Demonstrated willingness to teach undergraduate &amp; postgraduate nurses, other health professionals, patients, families and groups.</li> <li>• Show a proactive attitude in reviewing, supporting and implementing relevant research into the clinical environment.</li> </ul> <p><b>Broader Knowledge Base and Skills</b></p> <ul style="list-style-type: none"> <li>• Computer literacy in Microsoft Applications.</li> </ul>
<p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Respect</li> <li>• Excellence</li> <li>• Compassion</li> <li>• Community</li> </ul>	<p><b>Customer Focus</b></p> <ul style="list-style-type: none"> <li>• Strong customer focus to drive holistic person-centred care to patients and provide support to carers and families.</li> <li>• Able to build strong and trusted relationships with medical consultants.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Strong advocate of self-development and personal and professional learning for self and others in the Unit, facilitating a culture of continuous learning</li> <li>• Committed to the professional development of nursing staff</li> <li>• Creating a culture that values the contributions of nurses with regular leadership rounding of staff to ensure staff are fully engaged</li> </ul>

# Position Description



<ul style="list-style-type: none"><li>• Integrity</li><li>• Accountability</li></ul>	<ul style="list-style-type: none"><li>• Committed to the coaching and developing of others</li></ul>
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## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
August 2020		Associate Director Perioperative Services

## Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_