

Position Description



1. General Information

Position Title:	Hospital Coordinator
Position Reports to:	Operations Manager
Enterprise/Individual Agreement:	Epworth Health Care Nurse Enterprise Agreement
Classification/Grade:	NNC50-NNC53
Key Relationships - internal and external	Internal Relationships: Patients, VMOs, NUMS, Hospital Executive, Ward staff External Relationships: NPT, Ambulance Victoria, Hospitals transferring patients into Epworth Eastern, admitting ED Consultants, Funeral Directors. External contractors: Slade pharmacy, iMED radiology and Melbourne Pathology.

2. Overview of Epworth HealthCare

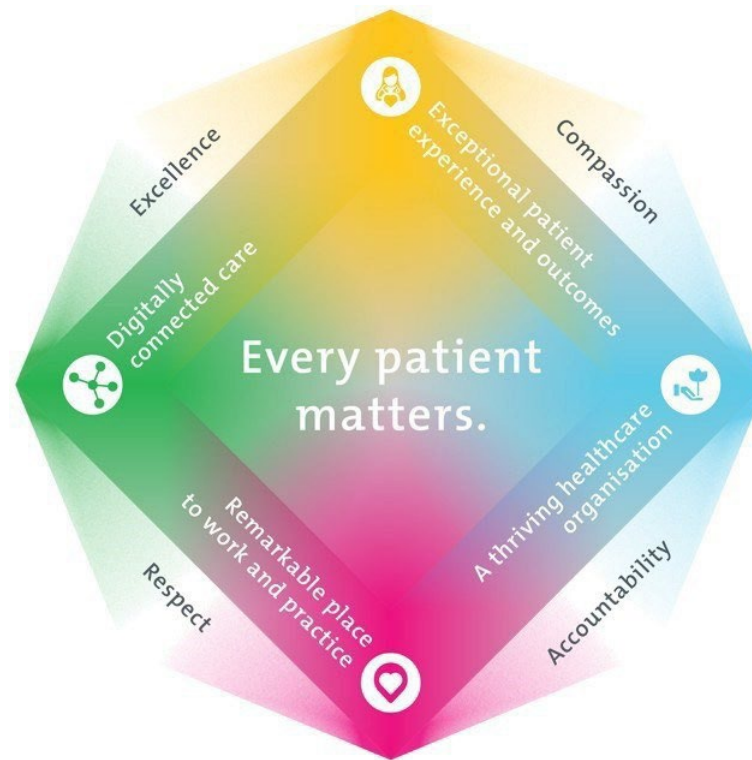
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

To manage the operational and clinical business of the hospital under the leadership of the hospital executive team, ensuring positive clinical and customer outcomes.

- To provide clinical and people management support across all shifts
- To communicate effectively the activities within the hospital to Executive Management and Hospital staff
- To facilitate admissions and ensure smooth patient flow throughout the hospital.
- Ensure effective use of human and financial resources
- Perform the role of the Emergency Coordinator in the event of an emergency

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Clinical Practice and Quality Improvement Provides site leadership under the direction of the hospital executive: • Practice in accordance with Nursing and Midwifery Board of Australia (NMBA) National Competency Standards for Registered Nurses and the NSQHS standards • Practice in accordance with legislative and common law requirements • Maintain patient confidentiality as prescribed by the relevant Acts and organizational policies and protocols • Practices in accordance with Infection Control Standards • Assists with daily bed management and allocation of bed for patients in collaboration with the executive leads – DCS, ADCSs and Operations Manager • Work with NUMs to coordinate patient flow • Provision of admission information to key stakeholders • Management of patients in relation to after hours enquiries and admissions / schedules as required • Attendance at Code calls as indicated in collaboration with NUMs / ANUMs / Emergency team members • Facilitates emergency management processes across the site during and after business hours • Undertakes responsibilities relating to assigned portfolio • Assist with forecasting activity and facilitating resource management	• Process for incident debriefing implemented and followed consistently • Occupancy targets met • Unexpected admissions allocated bed and transition into hospital is within agreed timeframes

Position Description

Leadership and Operational Management

- | | |
|---|--|
| <ul style="list-style-type: none">• Utilise a reflective, critical thinking and evidence-based approach to the management of the hospital and clinical care of patients• Attends Hospital Coordinator and other required meetings• Responds and assists with enquiries from team members at other sites within the Division after hours• Liaises with executive on call after hours as indicated• Seeks and assists nursing staff with solutions to staffing shortfalls | <ul style="list-style-type: none">• Provides regular positive and constructive feedback to senior nursing teams and staff• Attends at least 80% of all Hospital Coordinator meetings, each year |
|---|--|

• Liaises with medical staff to assist nursing teams with issues relating to admissions, patient deterioration, behavioral issues and other clinical care issues or concerns.	
Human Resources • Staff hours are within agreed budget	• Agency utilisation is within budget expectations • Staff skill mix is managed ensuring all units have adequate coverage and the hospital is safely staffed
Access to Services • Supports NUMs and ANUMs to ensure patients' timely access to care. • Work in partnerships with key external and internal providers to maximise capacity	• Bed utilisation is maximised • Optimal utilisation of bed capacity achieved across Epworth Eastern
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Build strong relationships with internal and external stake holders including	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

Position Description

highly effective doctor relationship managemen

• 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	
Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students. • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately 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 • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Registered Nurse registered with Nursing and Midwifery Board of the Australia Health Practitioners Agency (AHPRA) Desirable • Post Graduate/ Management Qualification (e.g. graduate certificate/diploma/masters) or equivalent
Previous Experience	Essential • Previous leadership and/or management experience (ANUM minimum) of at least 5 yrs acute healthcare experience Desirable

Position Description



	• Experience within the private health care environment • Experience in acute care • Experience in Bed management, clinical, financial, safety, emergency and human resource management
Required Knowledge & Skills	Interpersonal Skills • Excellent interpersonal skills that inspire the trust and confidence required to build strong relationships with patients, their families and key internal and external stakeholders. • Demonstrated conflict resolution and influencing skills. • Demonstrated ability to build strong relationships to work collaboratively with peers and superiors, and to contribute to organisation-wide improvement and growth. • Demonstrated resilience through maintaining equanimity and focus through challenging circumstances to drive positive outcomes. Problem solving • Demonstrated ability to take a critical thinking approach to problem solving, and adapt to changing priorities and circumstances Clinical Expertise and commitment to high quality patient care and continuous improvement • Evidence of a commitment to patient/customer service, clinical governance and quality improvement.
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential • Calm and confident in an emergency situation, with the ability to mentor junior staff with a focus on empowerment • Have compassion for our patients, their loved ones, colleagues and our staff • Respect one's colleagues and work well within a multidisciplinary team environment whilst being able to work autonomously as a Hospital Coordinator in the absence of Executive Management

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
11 February 2020	August 2026	Operations Manager

8. 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: _____