

Position Description

Endoscopy Liaison Nurse- Endoscopy Services

Classification:	Registered Nurse Division 1 – Grade 3B, YU11
Business unit/department:	Surgery, Anaesthesia & Procedural Medicine
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
	Choose an item.
	Choose an item.
Employment type:	Parental Leave Cover
Hours per week:	32
Reports to:	Endoscopy Services Access Manager
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	June 2025

Position purpose

Austin Health's Endoscopy Service provides patient coordination and booking for four specialty units including Gastroenterology, Advanced Endoscopy, Colorectal Surgery and Upper GI Surgery. The management of these units are led by Endoscopy Nurse Coordinators who have an oversight of the key management requirements of their specialty unit. The Endoscopy Liaison nurse role will work collaboratively with the coordinators to address demand within the service as required.

The purpose of this role is to prioritise the booking of patients that are referred by the Gastroenterology, Colorectal and Upper GI Units. Ensuring that a comprehensive and standardized preadmission process takes place, reduces potential complications and cancellations for patients unprepared for a procedure. Limiting cancellations is essential for efficient elective waitlist management and provides for best practice care for patients.

Robust and effective monitoring of unit-based performance data; management of the Endoscopy waiting list, ensuring all patients get treated in their clinically recommended time and avoiding cancellations of procedure.

The position is required to collaborate with other Endoscopy Liaison Nurses and Coordinators within their specific area of expertise and patient/client groups and may be required to work across other Austin Health sites.

About the Directorate/Division/Department

The Surgery, Anaesthesia and Procedural Medicine Division (SAPM) is responsible for over 50,000 procedures per year being delivered to the community serviced by Austin Health. This includes elective surgery, emergency surgeries and procedure base care across 11 operating theatres and 4 endoscopy suites at the Austin site (AOS) and 8 operating theatres and 2 endoscopy suites at The Surgery Centre (TSC).

The endoscopy services waiting list continues to grow year on year. This, along with Austin Health's increased demand in emergency surgery (14% increase year on year), creates a great deal of pressure to ensure endoscopy patients are treated within their clinically recommended timeframes, whilst enabling emergency surgery and endoscopy access for our patients.

Position responsibilities

Role Specific:

This Endoscopy Liaison Nurse role will have a focus on waitlist management and booking of patients waiting endoscopy procedures. However, the workload of all LN's can change depending on the requirements across all units within SAPM.

In accordance with the Austin Health Nursing Professional Practice Framework (AHNPP), the following are specific to the role of an Endoscopy Liaison Nurse.

1. Direct Clinical Care

a. Delivering High Quality Patient Care

- Demonstrates an expert level of clinical knowledge and expertise relevant to the area.
- To provide a comprehensive pre-admission service for elective procedures that is inclusive of allocation of patients to appropriate endoscopy lists, admission requirements and discharge planning.
- To manage the endoscopy waiting list for related unit
- Ensure the educational needs of the patient and carer/family are met through:
 - Determining the patient's and carer/family's understanding of procedure and educating as appropriate.
 - Educating the patient or carer/family to facilitate self-care where appropriate pre and post procedure.
 - Monitoring written patient education material to ensure that it is relevant, current, consistent with best practice, and conforming to Austin Health standards.
- Ensure nursing documentation meets legal, professional, and organisational standards - documentation is evaluated as part of the quality program.
- Involved in the continued improvement of existing practices and policies according to evidence-based practice to minimise adverse patient outcomes
- Contributes to creating a team environment, which promotes a positive culture, opportunity for learning and development.



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Key Performance Indicators:

- Delivers high quality patient care
- Assists with ensuring that all local policies and procedures are current and up to date
- Utilises audit processes to ensure high quality patient care is maintained

b. Planning for Care

- Implements strategies which effectively manages the Endoscopy waiting list in accordance with guidelines
- Participate in relevant committee processes and attend relevant meetings relating to waiting list management.
- Implements strategies for reducing long waiting patient on the Endoscopy waiting list
- Implements strategies for reducing length of stay for unit whilst achieving quality outcomes.
- Initiate and participate in the development of quality initiatives which measure and demonstrate best practice - key performance indicators, consumer satisfaction and cost efficiency for unit
- Actively participates in interdisciplinary committees and working parties locally and organisation wide as required.

Key Performance Indicators:

- Implements projects, processes and systems at the Direction of relevant Coordinator or DM – Surgical Access
- Is knowledgeable about elective activity data, performance expectations and actions to correct adverse performance within unit
- Manages own time efficiently and effectively in line with key priorities for the unit
- Actively participates in committees and projects that contribute to the organisations objectives and disseminates outcomes/key issues to unit staff

c. Monitor & Evaluate (Critical Thinking and Decision Making)

- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff, organization and relevant guiding policies Eg Elective Surgery Access Policy (ESAP).
- Gathers sufficient information to make informed decisions within scope of practice

Key Performance Indicators:

- Contributes positively to leadership team discussions to make well- informed decisions.
- Addresses critical factors when making complex decisions and escalate according
- Demonstrates an ability to make effective decisions within an agreed specified time.

2. Education

a. Self-Development

- Demonstrates a positive attitude to the agreed role and responsibility of position.
- Maintains and updates own professional development portfolio in line with AHPRA guidelines to demonstrate an ongoing commitment to learning and best practice.
- Adapts working style as appropriate to achieve effective outcomes.
- Invites and assimilates feedback from others by active participation in own performance review process.



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b. Learning Environment & Realising the Potential of Others

- Contributes to creating a team environment, which promotes a positive culture, opportunity for learning and development
- Educate health care colleagues about the role and function of the SLN and the ESWL requirements
- Education of health care colleagues about unit-based procedures and liaise with the multidisciplinary team to establish patient care needs in relation to discharge plan and treatment regimes

Key Performance Indicators

- Reflects on practice in line with Austin Health values and applies these when interacting with others.
- Recognises and understands own emotions and reactions to situations.
- Appropriately and effectively articulates feelings and opinions.
- Perceives and understands the emotions of others.
- Maintains resilience through stressful situations.
- Actively engages in ongoing self-development.
- Abides by Austin Health corporate policies and practices.

3. Research

Evidence- Based Practice

- In conjunction with the surgeon, Unit Coordinator (if relevant) and Divisional Managers, analyse and evaluate data relating to waiting list management.
- Involved in the investigations of all Quality related concerns, feedback, and data to improve
- Implement projects, processes and systems at the direction of the Endoscopy Coordinators or Divisional Manager
- Promotes and ensures a safe and healthy workplace for staff and patients.
- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are met.
- Ensure safe work practices and environment in accordance with Austin Health Policies.
- Participates in research and trials conducted within the Unit
- Supports research projects, and incorporates research projects requirements into everyday practice, as guided by research coordinators and Endoscopy Coordinators/ Unit

4. Support of Systems

a. Drives Strategy and Change

- Promotes and ensures a safe and healthy workplace for staff and patients.
- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are met.
- Ensure safe work practices and environment in accordance with Austin Health Policies.
- Addresses critical factors when making complex decisions and escalates according
- Actively participates in committees and projects that contribute to the organisation's objectives and disseminates outcomes/key issues to unit staff
- Actively participates in interdisciplinary committees and working parties locally and organisation wide as required



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b. Delivering Results and Outcomes

- Demonstrates an ability to make effective decisions within an agreed specified time
- Manages own time efficiently and effectively in line with key priorities for the unit
- Initiate and participate in the development of quality initiatives which measure and demonstrate best practice - key performance indicators, consumer satisfaction and cost efficiency for unit

5. Professional Leadership

a. Personal Excellence

- Communicates clearly and concisely
- Communicates information and expectations in a way that builds effective and collaborative working relationships with others.
- Demonstrates leadership qualities
- Acts as a nursing leader demonstrating and modelling exemplary professional conduct.
- Abides by Austin Health corporate policies and practices.

b. Accountability

- Effectively deals with challenging behaviors and seeks to resolve conflicts.
- Maintains a professional demeanor and serves as a role model for all staff. Creates a climate where self-development and improvement are valued.
- Undertakes not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes, and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer

c. Realising the potential of others

- Educate health care colleagues about the role and function of the LN and the Endoscopy waiting list requirements
- Education health care colleagues about unit-based procedures and liaise with the multidisciplinary team to establish patient care needs in relation to discharge plan and treatment regimes.

Selection criteria

Essential skills and experience:

- Registered Nurse, Nursing and Midwifery Board of Australia (NMBA)
- A commitment to Austin Health values: Our actions show we care, We bring our best, Together we achieve, We shape the future.
- Knowledge of the endoscopy liaison nurse role in the elective patient journey
- Advanced clinical assessment skills.
- Demonstrated leadership ability.
- Patient-centered approach to evidence-based care delivery
- Demonstrated knowledge of professional standards knowledge of legal and ethical requirements
- Demonstrated ability to use clinical information systems
- Commitment to quality, best practice and environmental safety
- Ability to communicate effectively in both written and verbal form
- Ability to problem solve in a variety of complex situations
- Ability to clinically lead a dynamic team which works effectively within a multidisciplinary environment
- Ability to work autonomously and as a member of a dynamic team which works effectively within a multidisciplinary environment



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- Ability to assist and support the implementation of quality and change management initiatives and clinical projects.

Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Post Graduate Qualification in nursing or area relevant to position
- Background experience in Gastroenterology, Colorectal or Upper GI nursing
- Understanding of state endoscopy guidelines

Professional qualifications and registration requirements

- Registered Nurse, Nursing and Midwifery Board of Australia (NMBA)
- Valid Ahpra Registration

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.



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General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.

Divisional
Director

Divisional
Manager

Endoscopy
Services
Access
Manager

Endoscopy
Clinical Nurse
Consultant

Endoscopy
Liaison Nurse



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