

# Position Description

## Endoscopy Nurse Coordinator - Endoscopy Access Services

<b>Classification:</b>	Grade 4/YX11
<b>Business unit/department:</b>	Surgery, Anaesthesia & Procedural Medicine
<b>Work location:</b>	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
<b>Employment type:</b>	Fixed-Term Full-Time
<b>Hours per week:</b>	38
<b>Reports to:</b>	Endoscopy Services Access Nurse Unit Manager
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	Budget: Nil
<b>Date:</b>	May 2026

### Position purpose

Austin Health’s Endoscopy Service provides patient management, including scheduling appointments and service planning for four specialty units including the Gastroenterology, Advanced Endoscopy, Colorectal Surgery and Upper Gastrointestinal Surgery. The patient management for these units are led by Endoscopy Nurse Clinical Nurse Consultants who provide nurse consultation and clinical oversight of the key management requirements of their specialty unit.

This position provides clinical consultation and has responsibility for the management of planned endoscopy patients for all Austin-based activity and ensuring all available activity sessions are filled. Creation of additional endoscope sessions for Austin Health patients at the contacted external health care facilities, or satellite services, is part of this role.

#### Primary Responsibilities:

- Review and implement models of care for each patient cohort with units and relevant sites
- Clinical consultancy and co-ordination of patient’s journey (from referral to post- endoscopy review)
- Coordinate bookings for all work that is considered as ‘additional activity’ to business as usual for Austin Health and its satellite sites
- Facilitate all elements of patient care to optimise safe, quality driven experience for patients
- Takes the lead as the primary point of contact for staff seeking Endoscopy Bookings

- Plans, implements and evaluates patient care coordination and required follow up care
- Consults with the Surgical Demand Program Co-ordinators (Surgical Access), surgical units, endoscopy units and external health care facilities to optimise service provision
- Monitors performance data and management of the ESWL to comply with clinically recommended treatment time and minimise procedural cancellations

#### Other Responsibilities:

- Leads the triage and coordination of service referrals and preadmission processes for patients requiring Endoscopy Procedures with the Endoscopy Booking Office team.
- Robust and effective monitoring of unit-based performance data; management of the ESWL, ensuring all patient get treated in their clinically recommended time and avoidance of cancellations of procedure.
- Collaborate with other Endoscopy CNCs with respect to service provision and managing sessions without cover/ medical leave.

## 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 planned 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 preparation 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

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

### 1. Direct Clinical Care

#### a. Planning for & Delivering High Quality Patient Care

- Demonstrates an advanced level of nursing practice, clinical knowledge, skill and competence for endoscopy nursing care and practices an expert
- Demonstrates an ability to utilise and interpret data to ensure that all patients undertaking endoscopy have their follow-up care/appointment as required.
- Ensure nursing documentation meets legal, professional, and organisational standards - documentation is evaluated as part of the quality program.
- Provides recommendations and develops and coordinates implementation of strategies which improve the effective management of the patients needing Advanced Endoscopy.

#### Key Performance Indicators:

- Patients undergoing endoscopy interventions are treated in a timely manner
- Able to report on the patients preparation overtime and their management plans



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- Clear communication and escalation barriers to patients that are not able to receive care in a timely manner

#### **b. Monitor & Evaluate (Critical Thinking and Decision Making)**

- Demonstrates the ability to evaluate clinical evidence and develop nursing care to make appropriate decisions in a timely manner that meets the needs of patients, staff, organisation and relevant guiding policies.
- Gathers sufficient information to make informed decisions within scope of practice.

#### Key Performance Indicators:

- Actively participates and contributes to the analysis of workplace issues, to gain understanding of their root cause.
- Provide recommendations for improvement based on critical thinking and expertise in the preadmission processes
- Contributes positively to leadership team discussions to make well- informed decisions.
- Addresses critical factors when making complex decisions and escalates according
- Demonstrates an ability to make effective decisions within an agreed specified time.

### **2. Education**

#### **a. Learning from and teaching other health professionals**

- Contributes to creating a team environment, which promotes a positive culture, opportunity for learning and development.

#### **b. Self-Development (Emotional Intelligence)**

- Demonstrates a positive attitude to the agreed role and responsibility of position.
- Maintains and updates own professional development portfolio in line with AHPRA standards, NAC and various affiliate groups within the Gastro/ Hepato team 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.

#### **c. Learning Environment**

- Lead and support others to identify gaps in practice and implement evidence based educational strategies and support to address gaps

#### 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**

#### **a. Evidence- Based Practice (Quality, Safety & Risk)**

- Undertakes the investigations of all Quality related concerns, feedback and data to improve related to advanced endoscopy activity
- 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.



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- Ensure safe work practices and environment in accordance with Austin Health Policies.
- Participate in relevant committee processes and attend relevant meetings relating to additional endoscopy activity and endoscopy preparation list management.
- Participates in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management

#### Key Performance Indicators:

- Consistently delivers a high-quality service.
- Proactively reports any systems and safety non-compliance and assists to implement remedial action plans.
- Continually seeks ways to improve systems, processes, and procedures.
- Promotes and ensures a safe and healthy workplace through assisting with regular audits, incident reviews and implements recommendations

## **4. Support of Systems**

### **a. Drives Strategy and Change**

- Contributes to local level strategic planning, including WL management strategies, such as outsource/ external contract planning, developing models of care.
- Actively participates in interdisciplinary committees and working parties locally and organization-wide, as required.
- Contributes to initiative groups and planning at a local level toward the National Safety and Quality Health Service Standards (NSQHS) and the relevant domains on the TOP (Tracking Our Progress) Board
- Contributes to the Austin Health policies and procedures (OPPIC) relevant to practice
- Support of Endoscopy and Austin wide Healthcare Informatics- specifically for Endoscopy, the involvement in the End-to-End project- CRM (Client Relationship Manager) electronic referral system and e- management of the patient journey. To develop others to be skilled in the ability to utilize this platform and interface, as well as all other Austin-wide informatic programs (TrakCare, etc)

## **5. Professional Leadership**

### **a. Personal Excellence**

- Developed self-awareness and self-management, adjusting own style in different circumstances
- Remains open to feedback and reflection
- Practices high level communication skills

### **b. Accountability**

- Liaise with the multidisciplinary team to establish patient care needs in relation to discharge plan and treatment regimes.
- 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**

- Communicates information and expectations in a way that builds effective and collaborative working relationships with others.
- Communicates clearly and concisely with impact.
- Effectively deals with challenging behaviors and the resolution of conflicts.
- Demonstrates leadership in situations demanding action.
- Maintains a professional demeanor and serves as a role model for all staff.
- Creates a climate where self-development and improvement are valued.



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### Key Performance Indicators:

- Acts as a nursing leader demonstrating and modelling exemplary professional conduct.
- Ensures correct understanding of the message, and reframes message as needed.
- Demonstrates integrity by building trust and mutual respect between self, colleagues, and stakeholders.
- Shares knowledge and information with the team.

## Selection criteria

### Essential skills and experience:

- A commitment to Austin Health values: Our actions show we care; we bring our best, together we achieve, and we shape the future
- Registered Nurse with a minimum of 2 years' experience
- Prior experience in Endoscopy Liaison role or similar
- High level Endoscopy or clinical knowledge and skills
- Possess advanced negotiation and interpersonal skills and leadership ability
- Demonstrate an ability to develop, plan, promote and establish new care concepts
- Understanding of pre-admission and admission planning principles
- Possess sound analytical, judgment and problem-solving skills
- Effective management skills
- Ability to demonstrate a commitment to quality, best practice and environmental safety
- Ability to communicate effectively in both written and verbal form
- Demonstrate knowledge of professional standards, legal and ethical requirements
- Relevant computer skills, e.g., Surginet, Kronos, Riskman, Cerner, Trackcare, Scan Medical Records

### Desirable but not essential:

- A sound understanding of information technology including clinical systems and applications relevant to risk management reporting or as required for the role and/or department.
- Post graduate qualification in nursing practice or working toward (Master of Nursing, Post Graduate certificate or Diploma in relevant nursing specialty).

## Professional qualifications and registration requirements

- Registered Nurse, Nursing and Midwifery Board of Australia (NMBA)
- Valid AHPRA Registration
- Minimum 2 years endoscopy and/or surgical Liaison Nurse experience

## 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.



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- 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.
- Registered Nurse, Nursing and Midwifery Board of Australia (NMBA)

## 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.



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