

Position Description

Specialist Clinics Nurse Coordinator

Classification:	Clinical Nurse Consultant (CNC B) – ZJ4 CAPR 3.2
Business unit/department:	Specialist Clinics – Access, Critical Care, Imaging and Ambulatory Services (ACIA)
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028
Employment type:	Part-Time
Hours per week:	32 hours
Reports to:	Nurse Unit Manager – Specialist Clinics
Direct reports:	0
Financial management:	Budget: N/A
Date:	August, 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The Nurse Coordinator plays a key role in enhancing patient outcomes and access to care, with a particular focus on patients requiring longitudinal monitoring and complex care coordination.

Working in partnership with the Nurse Unit Manager (NUM), Head of Unit, and multidisciplinary teams, the Nurse Coordinator is responsible for coordinating day-to-day clinical operations, optimising patient flow and access, supporting staff, and driving continuous service improvement initiatives. The role also provides clinical leadership, drives the implementation of evidence-based models of care, and leads the development, implementation and evaluation of nurse-led and asynchronous models of care, including asynchronous nursing clinics and patient management pathways.

The Nurse Coordinator facilitates collaboration between medical, nursing, allied health and administrative teams to ensure high-quality, innovative, evidence-based patient-centered care is delivered.

The Nurse Coordinator may hold responsibility for one or more specialty areas and works flexibly across Specialist Clinics to respond to operational priorities, service demand, and organisational requirements. The role contributes to performance improvement, quality and safety initiatives, workforce capability development, and the achievement of divisional and organisational objectives.

About the Directorate/Division/Department

Austin Health operates one of the largest specialist clinic services in Victoria, seeing over 300,000 attendances per annum. We support 72 tertiary level service units; spanning ambulatory, surgical, medical, cancer, mental health, continuing care and allied health. This also includes three State-wide services consisting of the Liver Transplant Unit, Victorian Spinal Cord Services (VSCS) and the Victorian Respiratory Support Service (VRSS).

Specialist Clinics is a part of the ACIA Division where we provide planned non-admitted service for those who require acute hospital specialist care to ensure the best outcomes are achieved. These services are an important interface in the health system between tertiary hospital services and primary care services. Referrals are received from external sources (GP or Specialist) and internal sources following treatment in the emergency department or inpatient episode.

We provide access to:

- Medical, Nursing and Allied Health professionals for assessment, diagnosis, and treatment
- Ongoing specialist management of chronic and complex conditions pre and post hospital care
- Community care providers
- Diagnostic services such as pathology and imaging
- Teaching, training and research opportunities

The Specialist Clinics service span two campuses, across five areas:

Austin Hospital

Level 3 Lance Townsend Building (LTB)

Level 3 Olivia Newton-John Cancer Wellness & Research Centre (ONJC)

Heidelberg Repatriation Hospital

Ground Floor Tobruk Building

Level 2 Centaur Building

Level 4 Centaur Building

Position responsibilities

Key Responsibilities

The Nurse Coordinator will:



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- Build collaborative relationships with the NUM, Heads of Unit and multidisciplinary teams to support efficient service delivery.
- Coordinate complex patient pathways, including diagnostic planning, treatment coordination and discharge planning.
- Undertake and manage nurse-led asynchronous models of care to support surveillance patients within unit, including nurse-led clinics
- Optimise clinic capacity, appointment utilisation and waitlist management to support timely patient access.
- Develop, implement and evaluate models of care that improve patient outcomes and operational efficiency.
- Support effective use of clinical information systems to enhance patient care and service delivery.
- Monitor service performance and contribute to data analysis, reporting and continuous improvement initiatives.
- Work collaboratively with medical and administrative teams to support clinic planning, scheduling and demand management.

Clinical Leadership

- Demonstrate advanced clinical knowledge and provide expert clinical support, mentoring and coaching to nursing staff.
- Facilitate multidisciplinary care planning to achieve coordinated, patient-centred care.
- Promote evidence-based practice and support staff to work within their scope of practice.
- Participate in multidisciplinary meetings to support complex patient management and service improvement.

Education and Professional Development

- Support orientation, education and ongoing professional development of nursing staff.
- Foster a culture of learning through mentoring, coaching and collaboration.
- Maintain personal professional development and participate in relevant professional forums and education activities.
- Work with the Nurse Educator to identify and address learning needs across Specialist Clinics.

Quality, Research and Service Improvement

- Promote evidence-based practice and contribute to quality improvement, research and clinical audit activities.
- Participate in the development and review of policies, clinical guidelines and models of care.
- Support implementation of initiatives aligned with the National Safety and Quality Health Service (NSQHS) Standards.
- Monitor compliance with Department of Health access policies and organisational performance indicators.
- Support nursing staff to utilise audit findings, quality data and risk management processes to improve patient outcomes.
- Promote safe clinical practice and adherence to organisational policies, including EMR requirements.

Professional Leadership

The Nurse Coordinator will:

- Demonstrate leadership consistent with Austin Health values and the NMBA professional standards.
- Foster a positive, respectful and collaborative team culture.



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- Communicate effectively and lead confidently through periods of change.
- Demonstrate accountability, professionalism and sound clinical judgement.
- Contribute to strategic planning, service development and achievement of organisational objectives.

Selection criteria

Essential skills and experience:

- Registered Nurse with the Nursing and Midwifery Board of Australia.
- Demonstrated clinical experience in an acute healthcare setting, relevant to portfolio (if applicable)
- Proven leadership and coordination skills.
- Excellent communication and interpersonal skills.
- Strong organisational and time management abilities.
- Ability to lead multidisciplinary teams.
- Experience coordinating complex patient care.
- Demonstrated understanding of outpatient service delivery.
- Knowledge of the Department of Health *Managing referrals to non-admitted specialist services in Victorian public health services* policy.
- Ability to interpret clinical and operational data to support service improvement.
- High level computer literacy, including electronic medical records and Microsoft Office applications.
- Commitment to Austin Health values.

Desirable but not essential:

- Postgraduate qualifications in nursing, leadership or a relevant clinical specialty.
- Experience leading quality improvement initiatives.
- Knowledge of risk management systems and clinical information systems.

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).



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- 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.

General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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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