

Position Description

Nurse Coordinator – Grade 4B

Classification:	Grade 4B, YX11
Business unit/department:	Division of Surgery, Anaesthesia & Procedural Medicine
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Full-Time
Hours per week:	40
Reports to:	Planned Surgery Access Manager
Direct reports:	N/A
Financial management:	N/A
Date:	October 2025

Austin Health acknowledges 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.

Position purpose

This role is primarily responsible for the effective and efficient end-to-end management and coordination of the patient care pathway across the planned surgical journey for a Surgical Unit within the SAPM division but is not limited to other surgical units to meet the demands of the service.

This role will require close working relationships with relevant staff including planned surgery booking team, surgical units, unit managers, patient access and flow, bed management, outpatients, theatre & anaesthetics, and other liaison nurses across Austin Health. This can also involve interactions with referring doctors and community-based GPs across the healthcare spectrum.

In conjunction with the Planned Surgery Access Manager (PSAM), this role is pivotal in recognizing opportunities to undertake enhancements to continually improve processes along the patient's end-to-end planned surgery journey and then develop and implement strategies to support change.

The role reports to the Planned Surgery Access Manager (PSAM) and is required to be flexible and dynamic in response to activity that is directly related to the surgical strategies of the Division of SAPM.

About the Division

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 at the Austin site (AOS) and 8 operating theatres at The Surgery Centre (TSC).

The planned surgery waiting list and 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 planned surgery and endoscopy patients are treated within their clinically recommended timeframes, whilst enabling emergency surgery access for our patients.

Position responsibilities

Role Specific:

The Surgical Nurse Coordinator is responsible for managing the patients on Austin Health Planned Surgery Preparation List (PSPL), in accordance with the Planned Surgery Access Policy (PSAP). The Surgical Nurse Coordinator role is responsible for the preadmission requirements for Planned Surgery patients, appropriate triaging of patients awaiting addition to the PSPL, booking of planned surgery theatre lists and ensuring planned surgery patients have timely access to care. The workload and work focus of all Surgical Nurse Coordinators can change depending on the requirements across all units within SAPM, or at the direction of the Planned Surgery Access Manager (PSAM).

Key Responsibilities:

- To provide a comprehensive clinical pre-admission service for planned procedures, admission requirements and discharge planning that is patient centred and in line with the , Planned Surgery Access Policy (PSAP).
- Completes preadmission health assessments of patients and assesses readiness for surgery, attending Preadmission Clinics (PAC) at Austin Specialist Clinics, located at both the Austin Health main campus and the Repatriation Campus.
- Provides written details of health assessment data and surgical preadmission planning in the patient's Electronic Medical Record (EMR) that meets legal, professional and organisational standards.
- Appropriate booking of surgical lists in accordance with the Planned Surgery Access Policy (PSAP) (DHHS 2024) and local Austin Health guidelines.
- Referral and engagement to appropriate stakeholders and disciplines, such as anaesthesia, allied health etc.
- Actively coordinating and maintaining effective patient journey processes, including leading a quality clinical service with appropriate triaging of patients awaiting an addition to the PSPL, pre-procedural management, inpatient admission and discharge planning.
- Establishing systems for robust and effective monitoring of surgical based performance data and monitoring of quality indicators at the individual surgical unit level. This includes, but is not limited to:
 - PSPL management in line with the Planned Surgery Access Policy (PSAP), DHHS 2024.
 - Advanced knowledge and case management of long waiting patients on the PSPL
 - Monitoring and management of treatment being provided within clinically recommended timeframes (Cat 1-3)



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- o Management and investigation into Hospital Initiated Postponements (HIPs) and Day of Surgery Cancellations, particularly where multiple events occur
 - o Provision of reports and actions plans relating to the above, to prevent Hospital Initiated Postponements (HIPs) and Day of Surgery Cancellations
 - o Ensuring compliance with regular auditing of planned surgery preparation list as per PSAP requirements
- Implementing and maintaining service quality improvement interventions and evaluations

Direct Comprehensive Care

Planning for Care

- The single point of contact for Planned Surgery patients, families and key stakeholders.
- Conduct focused systematic review in pre-admission clinic including:
- Coordination of pre-operative tests, pathology, radiology, other clinical assessments
- Completion of nursing documentation and care plans
- Liaise with other healthcare professionals to facilitate a multidisciplinary approach to admission, procedure and discharge
- Initiate appropriate referrals to optimise the patient's pre-operative health status
- Gathers sufficient information to make informed decisions within scope of practice
- Manages the training and intake of outpatient referrals in ERMS to prioritise patient urgency as guided by the HOU, to appropriately book into consultant lead clinics.
- Provides effective and comprehensive case management of complex and long waiting elective surgery cases, patients requiring combined multi-unit procedures and rural and interstate patients and implementing strategies to manage these cohorts. This includes pre-procedural management, inpatient admission and documented discharge planning.
- Attending unit multidisciplinary meetings and liaising with surgical teams to plan surgical lists appropriately.
- Management of surgeon leave coverage to maintain unit access to theatre.
- Management of surgeon leave in outpatient clinics and, where necessary, re-triaging patient appointments as required.
- Liaise with equipment representative staff and operating suite staff to ensure suitable equipment and prosthesis availability.
- 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 (PSAP).
- Establishes and maintains effective working relationship with surgical team and Head of Unit (HOU) to ensure streamlined service provision.
- Effectively engages key stakeholders in patient care planning including ward staff, allied health, Austin health linked support services, families, community care teams and other members of the multidisciplinary team and is the central point of contact for patient care planning.

Delivery of Care

- Demonstrates an advanced level of clinical knowledge and expertise relevant to planned surgery.
- Delivers high quality preadmission patient care.
- Able to undertake the role of a surgical liaison nurse, including to provide a comprehensive pre-admission service for planned procedures that is inclusive of triage of patients, admission requirements and discharge planning.
- Implements standardisation of care delivery across the Planned Surgery Booking unit.



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- Ensure nursing documentation meets legal, professional, and organisational standards - documentation is evaluated as part of the quality program.
- Assist surgical teams with leave management planning and scheduling
- Oversees list management to ensure optimal utilisation of resources across SAPM
- Engage with Team leader to identify and recruit appropriate surgeons and patients suitable for Public in Private (PIP) arrangements and other external organisational partnerships.
- Assists Team Leader with coordination of Public in Private (PIP) and Deferred Care pathways and management of PIP patient cohorts, including recruitment and follow-up.
- Supports SAPM strategic planning, by assisting Team Leader and PSAM to deliver quality improvement activities and change management strategies.
- Actively manages and engages in triaging outpatient referrals in ERMS to prioritise patient urgency for accessing specialist outpatient clinic appointments as guided by the HOU
- Coordination of care for patients awaiting addition to the PSPL such as coordinating and expediting any required imaging, addition of patient to surgical units MDM, arranging and booking consultant appointment
- Drive quality improvement strategies
- Engage with Unit based research projects
- Ensuring compliance with regular auditing of planned surgery waiting list as per PSAP requirements
- Foster a strong working relationship with parent wards to enable effective handover and communication

Monitor and Evaluate Care

- Demonstrates an ability to utilize and interpret performance data and use this to make recommendations for improvement to patient care.
- Provides guidance, support and clinically focused supervision to the Grade 3B liaison nurse, as required per unit, monitoring performance and evaluating outcomes.
- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse patient outcomes.
- Assists with ensuring that all local policies, procedures and contractual arrangements are current and up to date
- Manages preadmission audit processes to ensure high quality patient care is maintained and adherence to the PSAP is achieved
- Initiate and participate in the development of quality initiatives which measure and demonstrate best practice - addressing the key performance indicators, consumer satisfaction and cost efficiency for unit.

Professional Leadership

Professional Excellence

- Clearly communicates information and expectations in a way that builds effective and collaborative working relationships with others.
- Effectively deals with challenging behaviours and seeks to resolve conflicts.
- Demonstrates strong leadership qualities.
 - Assists Team Leader and PSAM with providing effective leadership to ensure the delivery of a high-quality preadmission service.
 - Acts as a nursing leader, demonstrating and modelling exemplary professional conduct.
- Shares knowledge and information with the team.
- Demonstrates a positive attitude to the agreed role and responsibility of position.
- Demonstrates integrity by building trust and mutual respect between self, colleagues and stakeholders.
- Promote the work of the Unit among stakeholders.



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- Educate health care colleagues about the role and function of the Planned Surgery Booking team, the PSPL requirements and activity that is occurring at external organisations.
- 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
- Reflects on practice in line with Austin Health values and applies these when interacting with others.
- Actively engages in ongoing self-development.
- Abides by Austin Health corporate policies and practices.

Accountability

- In conjunction with surgical team, PSAM and Divisional Managers, analyse and evaluate data relating to preparation list management.
- Involved in the investigations of all Quality related concerns, feedback and data to improve
- Promotes and ensures a safe and healthy workplace for staff and patients.
- 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 the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management
- Proactively reports any systems and safety non-compliance and assists to implement remedial action plans.

Research

Evidence Based Practice

- Comprehensive knowledge about planned surgery activity data, performance expectations and actions to correct adverse performance within unit
- Highly involved in the continued improvement of existing practices and policies according to evidence-based practice to minimise adverse patient outcomes
- Implements projects, processes and system changes at the Direction of the PSAM or Divisional Manager

Research

- Participates in research and helps drive research projects and trials conducted within the division.
- Ensure the accommodation of planned procedure trial patients within Austin Health, including but not limited to:
 - o Identification of suitable patients for trial recruitment.
 - o Facilitating appropriate theatre bookings
 - o Maintaining engagement with the relevant stakeholder and clinical trials teams.
- Supports research projects and incorporates research project requirements into everyday practice, as guided by research coordinators and PSAM.

Support of Systems

Driving Strategy & Change

- Assess current Unit processes against organisation priorities and develop strategies to evolve these practices to align with demand.



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- 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 accordingly.
- Provides recommendations and develops and coordinates the implementation of strategies which improve the effective management of the PSPL in accordance with the PSAP to improve the patient journey experience
- Coordinates the relevant auditing requirements, to meet the PSAP.
- Participate in relevant committee processes and attend relevant meetings relating to additional surgical activity and planned surgery preparation list management.
- Highly knowledgeable in Planned Surgery Preparation List management and able to recommend improvements to units.
 - Long waiting patients
 - Cat 1- 3 performance
- Monitor and evaluate the progress of the position against the Quality and Business plan and identify opportunities for improvement and planning strategies designed to advance the development of the position.
- Initiate and participate in the development of quality initiatives which measure and demonstrate best practice - key performance indicators, consumer satisfaction and cost/time efficiency.
- Actively participates in interdisciplinary committees and working parties locally and organisation wide as required.

Delivering Results and Outcomes

- Displays an ability to analyse situations, think critically and make appropriate decisions in a timely manner that meets the needs of patients, staff, organization and relevant guiding policies
- Gathers sufficient information to make informed decisions within scope of practice.
- Undertakes reviews of unit performance and implements changes to ensure practice is in accordance with organizational standards, guidelines and external guidelines.
- Promote the work of the Unit among stakeholders.
- Demonstrates an ability to make effective decisions within an agreed specified time.
- Demonstrates ability to consult various data sources and resources both internally and externally to inform decisions and lead quality improvement initiatives.
- Liaise with the multidisciplinary team to establish patient care needs in relation to discharge plan and treatment regimes.
- Implements projects, processes and systems to improve the patient journey
- 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
- In conjunction with the Planned Surgery Access Manager, Surgery and Heads of Unit (HOU's), analyse, evaluate and be accountable for data reporting in relation to the PSPL and management of KPIs related to the PSPL.
- Undertakes the investigations of all Quality related concerns, feedback and data to improve unit performance and patient outcomes.



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Education

Learning From and Teaching Other Health Professionals

- Actively involved in nursing bodies and committees, both internally and externally.
- Contributes to the discussions and presentations within the advanced nursing committee.

Self-development

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

Learning Environment

- 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 Surgical Unit Coordinator and the PSPL 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
- 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.

Selection criteria

Essential Knowledge and skills:

- 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.
- Demonstrated knowledge and expertise in the planned surgery booking processes, Planned Surgery Access Policy (PSAP) and key performance indicators related to Planned Surgery
- Experience in planning and organising:
- Demonstrated problem solving skills
- Demonstrated leadership ability
- Demonstrated communication skills:
 - Demonstrated ability to use clinical information systems:
- Able to effectively utilise all systems (SurgiNet, TrakCare, SMR) related to the preadmission patient's journey
- Demonstrated knowledge of professional standards
- Demonstrated knowledge of legal and ethical requirements
- Commitment to quality, best practice and environmental safety
- Ability to work autonomously and as a member of a dynamic team which works effectively within a multidisciplinary environment

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



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- role and/or department
- Post Graduate Qualification in nursing or area relevant to position

Professional qualifications and registration requirements

Registration requirements:

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

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.

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



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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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