Austin Health
Position Description

Position Title: Specialist Clinics Nurse Coordinator

Classification:	Clinical Nurse Consultant (CNC) A classification progresses to CNC B (CAPR 3.2 -ZJ4) in the third and subsequent years of experience as a CNC A,
Business Unit/ Department:	Specialist Clinics – Access, Critical Care, Imaging & Ambulatory Services (ACIA)
Work location:	Austin Hospital
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Employment Type:	Full Time / Part Time
Hours per week:	38hrs
Reports to:	Nurse Unit Manager, Specialist Clinics
Direct Reports:	0
Financial management:	N/A
Date:	November 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan here.

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

About Specialist Clinics

Austin Health operates one of the largest specialist clinic services in Victoria, seeing over 280,000 attendances per annum. We support 54 tertiary level medical / surgical units, including 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 Access & Demand Directorate 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
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

Purpose and Accountabilities

The focus of all Specialist Clinics Nurse Co-ordinators is outlined in the key responsibilities below, however unit allocation and workflows can change depending on the requirements across all units within Specialist Clinics, or at the direction of the SC NUM in order to meet service delivery.

The Specialist Clinic Nurse Coordinator's objective is to lead and provide operational oversight of a Specialist Clinic Pod. A Pod is a cross functional team of nursing, administration and incorporates approximately 7 medical / surgical units. The role requires the incumbent to incorporate the core values of Austin Health along with solid nursing leadership to enhance capacity management principles and patient experience within the Pod. The role requires a strong understanding and monitoring of Pod performance through monitoring waitlists and KPI targets and ensuring optimisation of appointment capacity is achieved.

The Nurse Coordinator will:

a. Develop strong partnerships with the Nurse Unit Manager (NUM) and Head of Units (HoUs) that lead to improved efficiencies within the Pod.
b. Assisting with complex planning, progression of diagnostics and discharge pathways.
c. Develop, review, and evaluate existing and alternative models of care that improve efficiency and service outputs resulting in excellent consumer specialist care.
d. Maximise and facilitate optimal use of Austin Health resources and optimise patient care needs in a single appointment.
e. Apply patient care interfaces with information technology and messaging, and ensure clinical appointments are optimised and appropriate to the service delivery type.

Role Specific:

- Utilise clinical care pathways and establish partnerships with primary care providers to create an agreed management plan for any required ongoing delivery of care.
- Specialist Clinic capacity management and utilisation through targeted clinical care pathways, minimising wait times and optimising resource utilisation.
- Provide critical analysis on Pod performance:
    - Alignment with Administration Lead to ensure all appointment capacity is achieved through appropriate Senior Medical Staff (SMS) leave notification and planning
    - Template modelling to ensure timely access of demand profile
    - Monthly reviews with NUM & SMS to discuss performance and future planning strategies as outlined in the Austin Health Statement of Priorities Professional leadership

Direct Clinical Care;

- Streamline appointment referrals to ensure all anticipated care needs can be provided in a single coordinated appointment.
- In collaboration with the multidisciplinary team, prioritise shared goals of care and care planning to maximise patient outcomes.
- Demonstrates in-depth clinical knowledge for the specific medical / surgical units within the Pod to nurses, multidisciplinary team and primary care providers.
- Provide in-depth clinical knowledge to point of care nurses through communication,

role modelling, and coaching.

- Provide leadership and guidance regarding discharge planning, ensuring alignment with patient goals of care.
- Recognise scope and limitations of practice and seek advice from other experts where required.
- Lead others to develop skills in utilisation and interpretation of assessment information.
- Engagement through the Multi-Disciplinary Meeting (MDM) discussions with clinical units for complex situations, and opportunities in the non-admitted care pathway.

Education;

- Facilitate staff learning through development of cross discipline relationships and networks.
- Offer mentorship/ coaching to nursing staff for career development.
- Ability to participate in area of expertise through presenting at conferences, forums, Nursing Grand Rounds, as required.
- Utilise and maintain own professional practice portfolio to plan for future continuing education, professional development, and employment goals for self.
- Participate in local networks and forums to share and extend professional knowledge and build collegial relationships, as required.
- Liaise with nursing educator within Specialist Clinics to identify and implement strategies to support nursing staff with their identified learning needs.

Research;

- Demonstrate in-depth and developed knowledge of the translation of research into practice.
- Lead, guide and support others to deliver evidence-based practice.
- Acknowledge best practice research to address gaps in nursing practice.
- Create, participate and support others in the development of evidence-based guidelines.
- Contribute to local research activities including selecting appropriate research methodology, and data analysis strategies, as required.

Support of Systems;

- Facilitate complex appointment planning for high-risk patients to ensure progression of diagnostics and activation of discharge pathways.
- Achieves 100% clinic utilisation by enacting demand management principles whilst providing a safe consumer experience.
- Work closely with NUM, Data Coordinator & Quality Coordinator to produce meaningful data interpretation to support innovation & improvement opportunities within the Pod.

- Follow the KPIs set out by the Department of Health (DoH) access policy Managing referrals to non-admitted specialist services in Victorian public health services policy
- Contribute to organisational level strategic planning and drives local strategic plan initiatives.
- Actively promote the Austin Nursing Vision and contribute to the initiatives designed to achieve the vision.
- Lead initiatives aligned to NSQHSS to drive practice improvement at the local level.
- Contribute to the development of nursing staff skills to identify, plan, and implement evidence-based risk prevention strategies.
- Support nurses to develop and undertake evidence-based quality activities based on clinical audit results.
- Support nursing staff to adhere to organisational EMR policy and practice.
- Actively contributes to the development and review of policies and practice guidelines in line with their area of clinical expertise, as required.

Professional Leadership;

- Influence nursing clinical leadership and provide advice related to NMBA Decision Making Framework across Austin Health and wider context.
- Demonstrate high levels of self-agility and maintain focus even during times of uncertainty and change.
- Demonstrate a commitment to deliver sustainable, excellent performance and accountability within the local context.
- Use systems and processes to ensure excellence and accountability in delivery of safe, effective healthcare.
- Practice high-level communication and leadership skills consistently.

All Employees:

- Comply with Austin Health policies & procedures as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principles of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values
- Registered Nurse registered with the Nursing and Midwifery Board of Australia
- A patient focused approach to care
- A positive approach to ongoing self-education and skill development
- A flexible, innovative team-oriented approach to service delivery
- A positive approach to change and diversity
- Understanding of the DoH [Managing referrals to non-admitted specialist services in Victorian public health services policy](#)
- Critical thinking with ability to interpret data
- Excellent communication and engagement skills with senior medical team
- Effective time management skills
- A sound understanding of information technology including clinical systems

Desirable but not essential:
- Understanding of applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Knowledge of Specialist Clinic environment

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.
Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website.](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	

People Management Role-Direct Reports