

Position Description

Surgical Liaison Nurse – Grade 3B

Classification:	Grade 3B, YU11
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

The Surgical Liaison Nurse (SLN) provides specialty-nursing services for patients requiring planned surgery at the Austin Health and is a part of the planned surgery booking team.

The focus of the SLN is to provide an efficient, streamlined and effective preadmission processes for planned surgery patients. This is achieved by ensuring optimal preadmission and day of surgery/post-surgery outcomes for planned surgery patients.

The SLN 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.

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 Liaison Nurse (SLN) Leave Reliever role is responsible for managing the patients on Austin Health Planned Surgery Preparation List, in accordance with the Planned Surgery Access Policy. The SLN role will have a focus on the preadmission requirements for Planned Surgery patients, booking of planned surgery theatre lists and ensuring planned surgery patients have timely access to care. The workload and work focus of all SLN's can change depending on the requirements across all surgical 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 (2024).
- 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 Campuses.
- 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.
- Monitors the status of Category 1, 2 and 3 Planned Surgery Preparation List patients, and implements strategies ensuring the treatment of patients within clinically recommended timeframes.
- Management of long waiting patients on the PSPL.
- Attending Preadmission Clinics (PAC), conducting health assessments of patients and assess readiness for surgery
- Referral and engagement to appropriate stakeholders and disciplines, such as anaesthesia, allied health etc.

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:



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- 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 patients pre-operative health status
- Gathers sufficient information to make informed decisions within scope of practice
- Case management of clinically complex patients, patients requiring combined multi-unit procedures and rural and interstate patients, and implementing strategies to manage these cohorts.
- Attending unit multidisciplinary meetings and liaising with surgical teams to plan surgical lists appropriately.
- Ensure optimal theatre utilisation based on surgeon and specialty specific requirements.
- Management of surgeon leave coverage to maintain unit access to theatre.
- Liaise with equipment representative staff and operating suite staff to ensure suitable equipment and prosthesis availability.
- Engage with Team leader to identify and recruit appropriate surgeons and patients suitable for Public in Private (PIP) arrangements and other external organisational partnerships.
- 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).

Delivery of Care

- Delivers high quality patient care
- Provides active management of patients on the Preparation List that are waiting for planned procedures that is:
 - Treating in turn
 - Within the clinical urgency categorization
 - Accurate readiness for care status
- Demonstrates a high level of clinical knowledge relevant to surgical nursing and acts as a clinical resource for staff, patients, carers and families.
- Uses clinical information systems to inform decision making and evaluate outcomes.
- Fosters strong communication links between patient, patient's family and multidisciplinary team.
- Ensure patients receive information in an appropriate format that aligns with their preferred method of communication
- Liaises effectively with individuals, teams and departments within Austin Health and external agencies/providers across Australia.

Monitor and Evaluate Care

- Ensure the educational needs of the patient and carer/family are met through:
 - Determining the patient's and carer/family's understanding of diagnosis and educating as appropriate.
 - Monitoring written patient education material to ensure that it is relevant, current, consistent with best practice, and conforming to Austin Health standards.
- Participate in Planned Surgery audit processes to ensure and accurate Preparation List
- Participate in the development of quality initiatives which measure and demonstrate best practice - key performance indicators, consumer satisfaction and cost efficiency for unit

Professional Leadership



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Professional Excellence

- 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 leadership qualities.
- Maintains a professional demeanor and serves as a role model for all staff.
- 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.
- 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, Unit Coordinator (if relevant) and Divisional Managers, analyse and evaluate data relating to preparation list management.
- Awareness of 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

Research

- Is knowledgeable about planned surgery activity data, performance expectations and actions to correct adverse performance within unit
- Is involved in the continued improvement of existing practices and policies according to evidence-based practice to minimise adverse patient outcomes
- Contributes to the implementation of projects, processes and systems at the Direction of relevant Coordinator or Divisional Manager, PSAM
- Awareness of clinical trials occurring with the surgical unit

Support of Systems

Driving Strategy and Change

- Actively participates in the analysis of workplace issues, to gain understanding of their root cause.
- Participates in the relevant auditing requirements, to meet the requirements of the PSAP.
- Contributes positively to team discussions to make well-informed decisions.

Delivering Results and Outcomes

- Demonstrates an ability to make effective decisions within a timely manner, that meets the needs of the patients, in accordance with the PSAP.
- Manages own time efficiently and effectively in line with key priorities for the unit
- Knowledge of Planned Surgery activity data within Surgical unit, e.g. Hospital/Patient Initiated Postponements, Day of Surgery Cancellations.



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- Participates in quality initiatives to improve unit efficiency, monitor adverse performance, improve processes and the patient journey and demonstrate best practice.

Selection criteria

Essential Knowledge and skills:

- Registered Nurse, Nursing and Midwifery Board of Australia (NMBA)
- Substantial knowledge and expertise of the role and function of the SLN
- 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
- Ability to communicate effectively in both written and verbal form
- Ability to problem solve in a variety of complex situations
- Ability to work autonomously and as a member of a dynamic team which works effectively within a multidisciplinary environment
- Ability to assist and support the implementation of quality and change management initiatives and clinical projects.
- Demonstrated ability to utilise data to drive performance

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

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.



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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 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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