

POSITION DESCRIPTION

After Hours Coordinator

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

To oversee and coordinate the full spectrum of ERH operations out of normal business hours and act as a delegate of the Executive team in the initial response to emergency situations that involve or impact on the health service. To be an integral member of the nursing management team and ensure care and services are delivered within the context of Echuca Regional Health's vision, mission, values and strategic and operational plans across the 24-hour continuum. To assist as a senior resource in the provision of direct patient management as required.

Position Details

Position Title:	After Hours Coordinator (AHC)
Department	Nursing Division
Reports to:	Director of Nursing (DON)
Positions Reporting to this role:	ERH Staff
FTE:	
Budget:	Nursing
Enterprise Agreement:	Nursing and Midwives Agreement
Position Classification:	ZC6
Position Description last reviewed:	25/07/2024

Key Accountabilities

Coordinate the utilization of available resources to appropriately meet prioritized demands.
Ensure safe and quality nursing care is provided, in line with the NMBA Professional Standards, the Code of Ethics and the Code of Professional Conduct for nurses in Australia.
Practice and promote continuous improvement and a culture of learning and evidence-based practice.
Actively participate as a member of the Nursing Management Team and take lead roles for specific projects and portfolios.
Ensure continuity of management practices and strategies across the 24-hour continuum and actively liaise with relevant managers and executive as required.
Be accountable for the safety and wellbeing of staff, patients, residents, clients and visitors.
Undertake the role of Chief Warden out of hours and in the absence of Executive staff members, the Hospital Incident Commander in emergency situations.

Organisational Responsibilities





Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct

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Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships

Internal	External
DON, CEO and Executive, Nursing Directors Acute and Aged Care, Bed Managers and other AHMs, NUMs, GP VMOs, nursing staff and engineering staff.	Essential and emergency services, Ambulance Victoria, retrieval services, Bendigo Health Care Group including BHCG Psychiatric Services and other health care services.

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Selection Criteria

Essential:

Qualifications:

- Registered Nurse
- Extensive and broad clinical experience.
- Comprehensive knowledge of and ability in contemporary management practice and the ability to facilitate staff to fulfill their roles to their maximum potential.
- Ability to prioritise needs, coordinate and allocate resources appropriately and delegate activities in the context of many competing demands
- Excellent interpersonal and communication skills and demonstrated ability to communicate professionally and effectively with people at all levels.
- Sound understanding of budget planning, monitoring and control, including knowledge of health fund streams.
- A strong customer focus
- Demonstrated commitment to ongoing professional development.
- Demonstrated knowledge and experience in quality improvement processes and activities and sound knowledge of National Standards Accreditation requirements.
- Computer literacy and word processing skills and ability to analyse data and write reports.
- Good working knowledge of the Nurses Award/EBA conditions.
- Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time.

Desirable:

Extensive clinical experience with specialist knowledge in emergency and or midwifery.

Proven leadership, organizational and communication skills and post graduate management qualification an advantage.

Knowledge of current statutory requirements, including relevant Nursing and Midwifery Industrial Agreements, OH&S standards.

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File