

POSITION DESCRIPTION

Position Title	After Hours Coordinator
Reports to (Title)	Clinical Operations Manager
Executive Director	Executive Director Cabrini Malvern
Department	Nursing Services
Position Location	Malvern
Award/Agreement	Salary & Conditions in accordance with Cabrini Acute Nurse EBA
Delegation of Authority Level	0

Position Summary & Role Purpose

The After Hours Coordinator uses clinical knowledge and management experience/skills to provide operational direction, after hours and on weekends. S/he will coordinate the effective and efficient management of the hospital, including the management of human and material resources. S/he is required to identify and manage risks and issues occurring in the hospital after hours and on weekends, within the Delegations of Authority.

The After Hours Coordinator is aligned to organisational strategy, working with the Executive Director, Malvern, Director of Nursing (Malvern), Nurse Directors and other managers to support and achieve the following care delivery goals:

- Right clinical care
- Timely delivery of care
- Correct treatment location
- Appropriate staff skill mix
- Cost of care within budget

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

The After Hours Coordinator facilitates the safe and seamless delivery of care to patients and ensures patient and family needs and rights are considered, to consistently deliver an outstanding patient experience by:

- Being the first point of contact for staff afterhours and on weekends to report risk and escalate accordingly
- Managing patient complaints and concerns in conjunction with the nurses and doctors according to hospital policy, protocols and procedures
- Communicating and escalating issues to appropriate staff as per hospital policies/procedures/protocols and ensuring follow up
- Providing support and guidance to staff when required to assist in problem solving
- Liaising with medical staff and other visiting health professionals to facilitate admission to the hospital
- Maintaining communication with hospital security and engineering regarding relevant concerns/events
- Assisting clinical areas to respond to patient/family complaints as per hospital policy

- Responsibility for overseeing the process after a patient has died, including compliance with policy and legislative requirements
- Assisting the emergency department to remain below single digit bypass
- Ensuring that the nursing workforce maintains currency in nursing practice, skills

1.2 Contribution to professional nursing/midwifery practice:

The After Hours Coordinator will demonstrate:

- A commitment to the Nursing/Midwifery practice model
- Adherence to Cabrini Health, and national codes of professional conduct, code of ethics, standards of practice and competencies
- Support and leadership in clinical risk management and continuous quality improvement
- Principles of equal opportunity and ethical conduct are a normal part of doing business.

1.3 Operational Responsibilities:

The After Hours Coordinator will:

- Manage demand and capacity, including flow of patients to beds and the provision of adequate skill mix and resources for shifts
- Act as the emergency response co-ordinator according to local and organisational policies and procedures

1.4 Behaviour and professional development:

The After Hours Coordinator will demonstrate

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini management performance framework

2. Safe Practice and the Environment

Contributes to ensuring a safe and hazard free environment for self and others by taking all appropriate steps to:

- 2.1** Complies with Occupational Health and Safety policies and any subsequent procedures and instructions.
- 2.2** Ensures objectives of Occupational Health and Safety policies are integrated into work practices.
- 2.3** Consults staff on workplace health and safety matters which may affect them and ensure communication of Occupational Health and Safety issues are promoted as a normal component of work.
- 2.4** Ensures all plant, equipment, substances and work practices / systems are suitable for their intended purpose and meet safety requirements.
- 2.5** Arranges adequate training, information, instruction and supervision so that work is conducted safely.
- 2.6** Makes all contractors and visitors aware of safety procedures.

- 2.7 Takes immediate and appropriate steps to report, investigate and rectify any risks to health and safety and report promptly relevant health and safety issues.
- 2.8 Ensures all accidents and near misses are properly reported and recorded and investigations are carried out.
- 2.9 Maintains at all times safe access to and egress from the workplace.
- 2.10 Ensures all staff attends required emergency, evacuation and Occupational Health and Safety training.
- 2.11 Is familiar with emergency and evacuation procedures and co-operate with directions from emergency or evacuation wardens and professionals.
- 2.12 Ensures that neither you, other staff, contractors and visitors wilfully place at risk the health, safety or well-being of yourself or others at the workplace.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients and residents. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

Organisational Relationships

The After Hours Coordinator:

- Reports directly to the Clinical Operations Manager, Malvern
- Maintains close collaborative working relationships with medical and allied health staff, Cabrini Health Coordinators, managers of Cabrini departments and the senior nursing leaders across Cabrini

Committee Membership

The After Hours Coordinators will participate as a member of the following committees:

- As directed by the Clinical Operations Manager

Staff Development

The After Hours Coordinators will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

Clinical Operations Manager must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- Current APHRA, Registered Nurse

Experience

- Experience as a leader or manager in nursing
- Experience in problem solving
- Experience in leading services or organisations through times of change

Personal abilities/aptitudes/skills

Sound interpersonal and relationship development skills

Sound communication skills at all levels of an organisation

Demonstrated skills and confidence in performance management, conflict resolution and negotiation

Demonstrated ability to perform effectively under pressure and prioritise workloads
Demonstrated ability to manage human and material resources within budget

Knowledge

- Understanding of the requirements of the Nurses Act & ANMC National Competencies
- Knowledge of State and Commonwealth Legislation and accreditations
- Knowledge of Cabrini Mission, Values and Vision
- Knowledge of application of private health care fund models

Desirable Characteristics

Masters level qualifications in Nursing/Health/Business Administration or related discipline
Advanced skills in using computers and Health related IT systems

Conditions of Employment

Salary and conditions in accordance with the Cabrini Acute Nurses EBA

Cabrini Mission, Values and Vision

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing

We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

Our vision

Cabrini fulfils the commitment of the Missionary Sisters of the Sacred Heart of Jesus to the healing mission of the Catholic Church.

We serve people across all stages of life, encompassing spiritual, physical, emotional and social care and reflecting the *Code of Ethical Standards for Catholic Health & Aged Care*. The wellbeing and happiness of our patients, residents and families is our mission and central to what we do.

By understanding and addressing the needs of our community, we will grow by learning – by researching and continuously improving the quality of our care and by motivating staff committed to our healthcare mission. We will deliver clinical service excellence, in particular, emergency, cardiac, cancer, paediatric services and care of the elderly, in well designed, modern facilities using proven modern technology, equipment and clinical practice.


By 2020, we will enhance health and quality of life by treating sickness and by working with our patients, residents and their families to anticipate, prevent and ease suffering. We will reach twice as many patients, residents and family members and we will expand our social outreach and community development program sixfold. To achieve this growth we need to deliver an outstanding patient and family health care experience, making us ‘first choice for care’. This will enable us to maintain profitability and thereby continue investment in high quality services that respond to community need.

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved:



Director Human Resources & Employee Relations

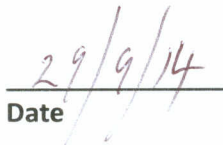


Date

Authorised:



Executive Director Cabrini-Malvern



Date