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| **Position Title** | After Hours Coordinator  |
| **Position Number** | N5991 |
| **Department** | Acute Services |
| **Classification** | ZC 5 – AHC 8C Campus |
| **Agreement**  |  Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 - 2028  |
| **Reports to:** | Urgent Care Manager  |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

Coordinate and manage all staff after hours including support services staff ensuring safety and security of the patient/residents/staff/visitors, premises and operational decision making for East Grampians Health Service sites after hours. Provide clinical nursing to all areas of EGHS including Urgent Care Department and be responsible as the key contact for Fire and Emergency and Business Continuity plans.

**Department / Unit Specific Overview**

East Grampians Health Service has a 28-bed inpatient unit offering a wide range of clinical services located at the main Ararat campus. The inpatient unit accommodates medical, surgical, paediatric, perioperative, midwifery and palliative care patients. Developing health service partnerships, EGHS aims to service the health care needs of patients within the community as well as neighbouring towns. EGHS offers a 24-hour urgent care centre which is supported by our local GP clinic. Other acute services provided include an on-site pathology laboratory and medical imaging services.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20%282023-27%29.pdf).

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY%2C%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Responsible for delivery of clinical care to Urgent Care Patients, including triage, patient assessment, prioritising of care needs and transfer of patients to appropriate facilities.
* Knowledge of the EGHS Emergency Management Plan and is able to respond to all emergencies accordingly as Chief Warden of the site (after hours)
* Maintains continuity of effective management, co-ordination of the resources in both Acute and Aged Care Residential facilities ‘after hours’, actively managing demands and resolving short term issues as they arise, in consultation with appropriate personnel from the affected area
* Awareness of the relationship of the service to all statutory authorities and compliance with general and financial policies and procedures of the Health Service.
* Assists and takes direction from the Manager Urgent Care on all matters of nursing
* Ensures all required infection control, fire & emergency and security checks are completed as required
* Responsible for a major clinical portfolio in collaboration with Manager Urgent Care
* Manage the emergency theatre list in consultation with relevant medical and nursing staff
* Liaises with the clinical areas to ensure that staffing resources are appropriately matched to occupied beds
* Lead hospital-wide coordination of care (after hours) and promotes the efficient use of Health Service resources, ensuring the safe operation of the service in the absence of the Executive and senior management team
* Demonstrate accurate, complete and up-to-date documentation in line with EGHS policies and maintain a high documentation standard of all staff within the designated area
* Ensure that all patients, residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
* Managing the complaints process of staff and providing facilitating discussion with all relevant stakeholders including patients / residents and family.
* Required to effectively represent the unit and EGHS its interests in external forums

**Key Performance Indicators**

Key performance measures are how you demonstrate meeting the responsibilities of the position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of appointment and then reviewed on an annual basis.

Key Selection Criteria

**Essential Criteria:**

* Current Registered Nurse with AHPRA
* Experience working in an Urgent Care Centre or Emergency department
* Highly competent clinical assessment and triage skills
* Demonstrated advanced clinical nursing skills with relevant experience in clinical specialty with a minimum of 3 years Post Graduate Nursing experience
* Demonstrated leadership capacity and management skills with a commitment to EGHS strategic and operational goals
* Demonstrated advanced clinical nursing skills including the ability to undertake lead position in emergency situations within scope of practice
* Working knowledge of the Drugs, Poisons and Controlled Substances Regulation, the Health Act and relevant regulations pertaining to acute and residential aged care services
* Demonstrated excellent written and verbal communication, co-ordination and organisational skills
* Demonstrated ability to lead care provision and foster collaboration as part of a multidisciplinary team
* Commitment to flexibility and innovation in practice including an evidence based approach to care
* Current drivers licence

**Desirable Criteria**

* Post-graduate qualification in a specific field of nursing / management or working towards

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation requirements (annually)

**Acknowledgement**

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| Employee Name |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature  | Date |
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| Developed Date (MM,YY) | 01/2025 |
| Developed By Name |  |
| Developed by Title | Director of Clinical Services  |