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|  | Position Description Calvary health Care HobartVersion:7.0 |

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| **Position Title:** | Hospital Coordinator (After Hours) |
| **Position number:** |  | **Cost Centre:** | Nursing Admin |
| **Site/Facility:** | Calvary Health Care Tasmania – Lenah Valley and St John’s |
| **Department:** | Nursing Administration |
| **Enterprise Agreement** | Calvary Health Care Tasmania Nursing Staff Enterprise Agreement 2020 |
| **Classification:** | Registered Nurse Level 3A |
| **Reports To:** | Clinical Services Manager |
| **Date of preparation** | October 2019 | **Date Updated:** | March 2022 |
| **Primary Purpose** |
| To provide leadership, operational and resource management of nursing, ancillary and other staff outside normal business hours. |
| Organisational Environment |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres.Calvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans. Calvary Health Care Hobart incorporates two facilities: Calvary Lenah Valley and Calvary St John’s. |
| Accountabilities and Key Result Areas |
| ***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect

***Customer Service:**** Coordinate satisfaction surveys internally or via National strategy
* Participate within the complaint management process
* Manages the patient feedback loop
* Provide regular in service / awareness sessions for all areas on ISO/Risk Management
* Liaise with key stake holders and customers to identify their needs and expectations
* Communicate and negotiate with professional disciplines and relevant others to ensure the provision of a seamless service
* Enhance communication within the nursing division through dissemination of information as agreed through the various forums
* Assist nursing staff to respond to matters of complaint in an appropriate and timely manner to achieve a satisfactory outcome

***Mission and Values:**** Understand, support and promote the Mission and Values of Calvary Health Care Tasmania
* Contribute to the expression of the values and culture of Calvary Health Care Tasmania

***Leadership:**** Acts as the contact person for Hospital Executive after hours.
* Model behaviours that promote leadership within the nursing division through communication and visibility.
* Promote an empowerment model that encourages and facilitates employee ownership, problem resolution, decision making skills and commitment to the attainment of specific objectives.
* Support an environment that facilitates innovation, creativity and learning to ensure efficient and effective management in the delivery of services.
* Encourage an empowerment model that facilitates employee ownership, problem resolution and decision-making skills, and commitment to the attainment of each unit’s specific objectives

***Resource Management:**** Promote staff awareness of financial parameters consistent with industry best practice and individual responsibility in the budget management through education
* Ensure appropriate allocation of staff and utilisation of staff resources

***Operational Management:**** Works in accordance with all policy and procedures pertaining to ACQSHC National Standards and ensures this guides the delivery of safe and quality care
* Ensure nursing practice is within legislation and common law and adheres to hospital policies and procedures.
* Collaborate with VMO’s and Theatre Manager to determine appropriate theatre times after hours
* Coordinate hospital / staff activities in an effective and efficient manner after hours to facilitate clinical areas operate within budget parameters for work hours per bed day
* Collaborates across campuses to enable appropriate use of all resources.
* In collaboration with unit staff identify changing patterns in acuity and adjust staff ratios to ensure appropriate skill mix and standards of care

***Planning:**** Participates in the implementation of strategic and business plans for the nursing division.
* Ensure the nursing philosophy, objectives, standards, policies and procedures are complied with
* Assist with facilitation of the implementation of best practice and models of care which enhance the nursing divisions strategic plan
* Participate in the planning of minor works as required

***Nursing Practice:**** Practices in accordance with legislation and common law affecting nursing practice
* Promotes knowledge of and compliance with nursing policies and procedures of Calvary Health Care Tasmania
* Supports and promotes excellence in clinical practice, and enhanced clinical outcomes.
* Facilitates an environment that is conducive to professional development and enhancement of clinical excellence
* Facilitate a collaborative multi-disciplinary team approach to patient care
* Maintains clinical skill/competence relative to the role including management of patients requiring complex care

***Training and Development:**** Contributes to the professional development and growth of staff
* Recognises and responds to the need for personal professional development and growth
* Manage performance issues as they arise.

***Risk Management:**** Demonstrated understanding of risk management processes and systems, and their relationship to safe quality patient care and organisational outcomes
* Assists in the implementing LCMHC integrated Risk Management strategy by:
* Identifying, analysing, monitoring and reporting risks
* Managing risks through quality action plans and a risk register
* Ensuring that policies and processes are adhered to in order to facilitate the implementation of the strategy.
* Promote the management of risks by patients, visitors and contractors.
* Contribute to developing and sustaining a work culture that encourages and supports open risk identification and management.

***WH&S Responsibilities:*** * Take reasonable care of your own health and safety and the health and safety of others in the workplace
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests
* Report to your supervisor any incident or unsafe conditions which come to your attention
* Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
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| **Key Relationships** |
| Internal: | * Director of Clinical Services
* Clinical Services Manager
* Nurse Unit Managers
* Unit patients
* Medical, Nursing and Ancillary personnel
* After Hours Hospital Coordinators
* Booking Office
* Allied Health representatives
* Risk Management
* Fire/Security Coordinator
* Engineering Services
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| External: | * Family and visitors
* Contractors
* Visiting Medical Practitioners
* TAS Ambulance
* Ambulance Private
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| **Position Impact** |
| Direct Reports: | All staff on a shift by shift basis outside of business hours |
| Selection Criteria |
| ***Essential:**** Practices in accordance with ACQSHC National standards (and any other relevant standards to area of practice)
* Registered with the Nursing and Midwifery Board of Australia, current practising certificate
* Proven management skills
* High level organisational skills
* Previous experience in a similar role
* Proven experience in customer relations
* Ability to promote, and demonstrated commitment to, the Mission, Vision and Values of the LCM Health Care
* Understanding of financial and human resource management in the private sector
* Strong communication skills both written and verbal
* Advanced life support qualification
* Attainment of Calvary Chief Fire Warden Training Qualification and annual recertification as directed
* COVID-19 vaccination is a mandatory requirement

***Desirable:**** Recent managerial and clinical experience
* Membership of relevant professional organisation
* Holds a relevant tertiary qualification (or working towards same)
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |