

Position Title	Hospital Coordinator										
Site/Location	Mornington										
Unit/Department	Clinical Management										
Classification	As per the Nurses Enterprise Agreement										
Reports to	Director of Clinical Services										
Supervisory responsibilities	N/A										
Key relationships	• VMOs • Key internal stakeholders: Director of Clinical Services, Nurse Unit Manager, Department Managers, Associate Nurse Unit Manager, Nursing Staff, Administration Staff. • Patients, families and support networks.										
Overall Job Purpose	The Hospital Coordinator is a key member of the management team, responsible and accountable for ensuring effective and efficient operational management. This role supports the delivery of safe, high-quality patient care and a positive patient experience through: • Coordinating bed management and patient flow to optimise capacity and service delivery. • Working collaboratively with the Nurse in Charge to support clinical operations in the absence of the Director of Clinical Services. • Ensuring the nursing division adheres to organisational policies, procedures and standards, as well as statutory and regulatory requirements. • Coordinating ancillary services as required in the absence of Department Heads. • Providing direct patient care when necessary to support clinical teams and patient needs. • Demonstrating comprehensive knowledge of all emergency procedures and assuming responsibility as Chief Warden in the absence of Executive Management.										
Values & Code of Conduct	All staff are required to adhere to the Code of Conduct and proactively demonstrate behaviour that engenders and promotes the Values of The Bays Healthcare Group Inc. At The Bays Healthcare, we seek to pursue the following values: <table border="0"> <tr> <td>Integrity</td><td>Being honest in our dealings with others.</td></tr> <tr> <td>Compassion</td><td>Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.</td></tr> <tr> <td>Accountability</td><td>Being responsible for and mindful of the consequences of our actions.</td></tr> <tr> <td>Respect</td><td>Acknowledging the rights and opinions of others as we work together as a team.</td></tr> <tr> <td>Excellence</td><td>Continually improving quality and efficiency.</td></tr> </table> If we all embrace an "I CARE" philosophy, we will be successful as individuals, as an organisation and as a community.	Integrity	Being honest in our dealings with others.	Compassion	Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.	Accountability	Being responsible for and mindful of the consequences of our actions.	Respect	Acknowledging the rights and opinions of others as we work together as a team.	Excellence	Continually improving quality and efficiency.
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WH&S	• Present fit for work and able to undertake duties in line with the physical inherent requirements of the role • Work in a safe manner and ensure that any people who report to you, and/or you work with, work safely • Adhere with the current Work Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Identify, assess, prioritise and control risks to health & safety of employees, patients, contractors and visitors • Report any hazardous conditions, near misses and injuries immediately to your supervisor in line with incident reporting procedures • Lead and facilitate timely debriefing following critical incidents, adverse events or challenging situations to promote learning, staff wellbeing and continuous improvement.										
Quality and Risk Management	Understands and complies with all quality and risk related policies, procedures and systems in line with organisation expectations and role responsibilities. These policy and procedures include: • Organisational • Specialty Clinical areas i.e. Maternity,										

	• Clinical Theatre, Dialysis, HDU • Infection Control • WH&S • Emergency Response • Environmental Services • Administration • Catering • Participate in the organisation's accreditation processes • Be compliant with and have an advanced understanding of relevant standards i.e. the National Standards for hospital, • Participate in the organisation's Quality Management and Control program • Participate in the collection of Clinical and Process indicators • Understand the Severity Assessment matrix and reporting system • Implement and undertake case reviews, peer review and improvement proposals as required • Lead and support incident management, ensure timely incident reporting and open disclosure as per policy and procedure. • Be aware of and comply with all Commonwealth and State statutory and regulatory requirements in relation to privacy • Adhere with the current Occupational Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Uphold and adhere to the Organisations commitment to Child Safety standards and reporting obligations • Adheres to and is aware of the information in relation to the Child Protection (Prohibited Employment) Act 1998 and understand responsibilities and obligations under this Act. Has declared that they are not a person prohibited by The Act from seeking, undertaking, or remaining in child related employment • Undertake periodic police checks in line with role responsibilities, organisation policy and police check rules
Professional Development and Performance Appraisal	• Demonstrate responsibility for own professional development by continually updating professional knowledge and skills. • Collaborate and build the team by exchange of knowledge and skills • Participate in own and lead team performance appraisals in line with organisation expectations • Complete mandatory and compliance education as required annually and bi-annually as set out in the Mandatory Education policy. • Maintain own education and training on various aspects of the role i.e. emergency procedures and codes
KPIs/ Measures	• KPIs and measures, in addition to those listed below, are developed, agreed and measured in line with the strategic and operational requirements of the role as well as any projects allocated to the role. These measures are reviewed periodically.
Major Responsibilities Administration	• Ensure efficient and effective management and allocation of beds to optimise patient flow. • Timely escalation and management of operational and clinical risks • Contribution to quality improvement initiatives, implementation, change management and reduction of adverse events. • Maintain the role of chief fire warden and emergency coordinator when on shift • Streamline admissions processes for medical and emergency surgical cases. • Maintain a safe environment and adequate security in the absence of department heads after hours. • Actively participate in relevant meetings and ensure appropriate staff representation when required. • Promote clear and effective communication between clients, hospital personnel, and the community. • Foster a culture of psychological safety where staff feel empowered to speak up regarding concerns, incidents, ask questions or raise ideas without fear of blame or retribution. • Demonstrate accountability for cost control and the efficient utilisation of resources, including manpower, time, staffing and equipment within budget parameters • Implement contingency plans during periods of increased demand or unexpected staffing shortages. • Redeploy resources to meet changing operational priorities while maintaining safe

	patient care. • Monitor staffing levels to ensure appropriate staffing by proactively assessing patient acuity, clinical complexities and service demands. • Ensure all staff comply with hospital guidelines, policies, and procedures. • Take responsibility and accountability for designated portfolios within allocated timeframes. • Maintain up-to-date knowledge of applicable Awards for hospital staff. • Understand and act upon disciplinary and grievance procedures as required. • Manage casual nurse bank shift availability and implement strategies to minimise reliance on agency staff.
Patient Care	• Ensure a consistently high standard of patient care is maintained at all times. • Support timely resolution of patient and family concerns, escalate where required to the appropriate areas. Ensure all staff provide courteous, prompt, and professional service to patients, families, and visitors. • Maintain patient privacy and confidentiality regarding medical records and clinical information. • Provide professional guidance in nursing practice and actively participate in patient care as required. • Cover shifts across nursing units in line with your specialty qualifications. • Manage patient loads on nursing wards to ensure efficient and effective care delivery. Safely manage and administer all medications under your control in accordance with relevant Drug Regulations.
Communication	• Foster and maintain positive, respectful communication with all staff, volunteers, suppliers, and visitors to promote strong and effective working relationships. • Exercise discretion and maintain strict confidentiality regarding sensitive information, including client, financial, business, and HR matters. • Act as a professional role model, demonstrating behaviours that reflect the organisation's values and standards. • Actively participate in initiatives that enhance the organisation's reputation within the community and promote the use of its services and facilities. • Build and manage strong internal and external partnerships to support the achievement of organisational objectives. Provide regular updates to your manager on operational matters, including resourcing, performance, training and development, disciplinary issues, leave, and health and safety.
Immunisations	Receive mandatory vaccinations or meet the criteria for exemption.
Security Checks	Relevant security checks, including: background checks, Registration checks, Working with Children Checks, National Police Check, Working Rights (Visa Check) and other checks that are deemed necessary for specific roles as requested by The Bays Healthcare Group Inc.
Qualifications / Experience - Mandatory	• Registered Nurse Division 1/ Registered Midwife currently registered with the Australian Health Practitioner Regulation Agency. • Relevant tertiary qualification such as Bachelor of Nursing. • Relevant experience in both clinical and management areas of nursing.
Qualifications / Experience- Desirable	• Experience in Intensive Care Unit, Coronary Care, High Dependency Unit highly regarded. • Qualification in Midwifery highly regarded.
Personal Competencies Required	• Strong leadership and sound decision making • Clear and professional communication skills • Effective problem solving and critical thinking. • Ability to build positive relationships and manage conflict.
Job Competencies Required	• Advanced clinical knowledge and operational awareness. • Effective coordination of bed management and patient flow. • Ability to lead and support clinical teams • Sound understanding of policies, procedures, and regulatory standards • Proficient in emergency procedures and incident response • Skilled in resource allocation and service coordination
Inherent Requirements	• Able to use equipment and tools safely and without physical or other restriction • Undertake assessment of ability to physically and mentally meet the requirements of the role



	Manual Handling, equipment use instructions and inherent physical requirements of the role may change. It is the employee's responsibility to complete mandatory education and other education activities in relation to the role's requirements
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Note: *Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

Approved: _____
Signed, Manager Title

/ /
Reviewed Date

I have read and understood the contents of this position description and the expectations of my role.

Approved: _____
Signed, Employee

/ /
Date

Print Name, Employee