

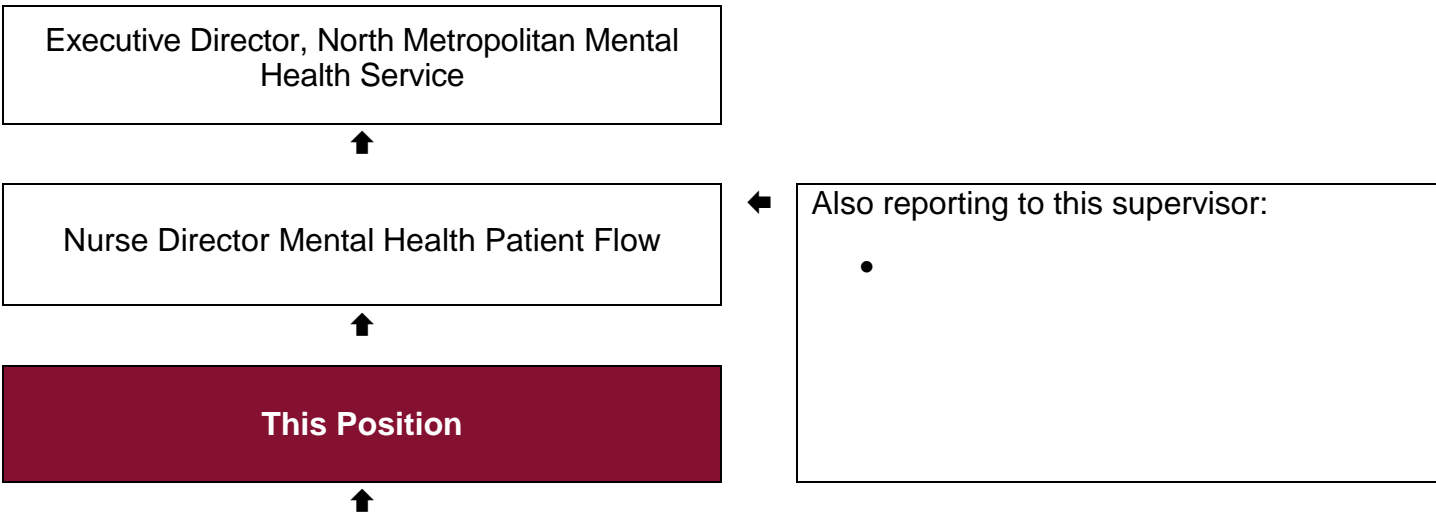


North Metropolitan Health Service
Job Description Form

HSS registered September 2016

Patient Flow Coordinator
Health Salaried Officers Agreement: HSO Level G8
 Position Number: 601416
 Mental Health Patient Flow Unit
 North Metropolitan Health Service Mental Health

Reporting Relationships



Directly reporting to this position:			Other positions under control
Title	Classification	FTE	•

Prime Function / Key Responsibilities

The North Metropolitan Health Service - Mental Health Patient Flow Coordinator (NMHS – MH PFC) is responsible for effective patient flow throughout Metropolitan service. The NMHS – MH PFC position will provide management, monitoring and facilitation of patient flow for mental health services including the development of continuous improvement initiatives around enhanced patient flow processes. The NMHS MH- PFC position will continue to develop and maintain systems and processes that support the effective coordination and utilisation of acute mental health beds and services across the NMMHS region. The NMHS MH- PFC position will continue to develop and maintain effective links and collaboration between the Metropolitan Area Health Service Mental Health (MAHS MH), West Australian Country Health Services (WACHS) and the Department of Health (DOH).

Patient Flow Coordinator | HSO Level G8 | Position Number 601416

Brief Summary of Duties (in order of importance)

1. Monitor bed capacity against bed demand, maintain open communication with the SMHS District Teams and Bed Managers around prioritisation of bed resources across the SMHS and facilitate patient flow.
2. Work closely with SMHS Clinical Directors and other bed managers in the effective coordination and management of mental health beds and patient flow, utilising a state-wide perspective especially during peak demand periods.
3. Provides advanced clinical leadership and consultancy to medical, nursing and allied health professionals in the strategic development of the assertive patient flow service objectives.
4. Provides project management support for key initiatives that support change and reform. Responsible for ensuring key deliverables are achieved.
5. Identifies and analyses potential risks, benefits, cost and impact on the Bed Management System in relation to proposed initiatives and strategies and advises the Nurse Director Mental Health Patient Flow.
6. Initiates audits to monitor compliance with protocols and policies and consults with relevant health professionals to maximise compliance.
7. Accesses current research issues of significance to the health reform agenda and maintains expert awareness of initiatives and innovations both internal and external to the hospital /health service.
8. In consultation with the Nurse Director Mental Health Patient Flow, develops and implements strategic business plans relevant to the Service.
9. Implements forums to discuss and resolve issues that support effective change management
10. Maintains effective liaison with key clinical and industry stakeholders with respect to projects being undertaken by assertive patient flow.
11. Responsible for monitoring compliance with the development, implementation and evaluation of policies, protocols and procedures in accordance with best practice principles.
12. Promotes and participates in the development of a continuous quality improvement environment ensuring evidenced based outcome-focused culture of improving performance of the service.
13. Maintains open and collaborative communication with relevant key stakeholders demonstrating advanced written and verbal skills.
14. Undertakes other duties as directed.

NMHS Governance, Safety and Quality Requirements

- Participates in the maintenance of a safe work environment
- Participates in an annual performance development review.
- Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated extensive experience in health systems bed management or related systems management skills that can readily translate into the required role.
2. Project management, evaluation and implementation skills and the ability to use these skills for progressing the objects of the benchmarking and key performance indicators for mental health services.
3. High level oral and written communication skills including drafting of reports, liaison and consultation with personnel at all levels in the organisation.
4. Ability work independently or as part of a multidisciplinary team.
5. Current 'C' or 'C-A' class driver's licence.

Desirable Selection Criteria

1. Eligible for:
 - Registration as a Registered Nurse with the Nurses & Midwives Board of Western Australia; or
 - Full membership of the Australian Association of Social Workers; or
 - Registration by the Psychologists Board of WA as a Clinical Psychologist; or
 - Registration by the Occupational Therapists Registration Board of WA.
2. Advanced knowledge of National Mental Health Standards and mental health key performance indicators and benchmarking practices.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.
- Current 'C' or 'C-A' class driver's licence.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name: Kieran Byrne
Signature: HE72748
Date: 10th Jun 2016

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date:

Created on:

Last updated on: 01/09/2016

Registered by HSS HE98077