



Nurse Coordinator – Patient Flow

Position details

Position Number:	00013181
Classification:	SRN Level 4
Agreement:	Nurses and Midwives Agreement
Directorate:	CAHS Nursing Services
Department:	Patient Flow Unit
Location:	Perth Children's Hospital, QEII Campus, Nedlands

Reporting relationships

This position reports to:

00012549 Coordinator of Nursing, Nursing Services SRN 7

Positions under direct supervision:

Clinical Nurse Manager	ANF SRN 3	3.74 FTE
Clinical Nurse Specialist	ANF SRN 3	1.0 FTE
Nurse Manager Staffing	ANF SRN 3	1.0 FTE
Administration Assistant	HSO G2	2.0 FTE

Key Responsibility

The Nurse Coordinator is responsible for the effective and efficient management of patient flow, bed capacity and access to support associated national targets and ensure timely access to care and services. In addition this leadership role is responsible for PCH site management and emergency response and provides operational and strategic direction on all matters related to patient flow.

About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

CAHS is made up of four service streams:

- **Neonatology:** Neonatology provides state-wide tertiary neonatal services to the sickest newborn babies and infants in Western Australia.
- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children's Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children's Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State's universities.

Our vision

Healthy kids, healthy communities

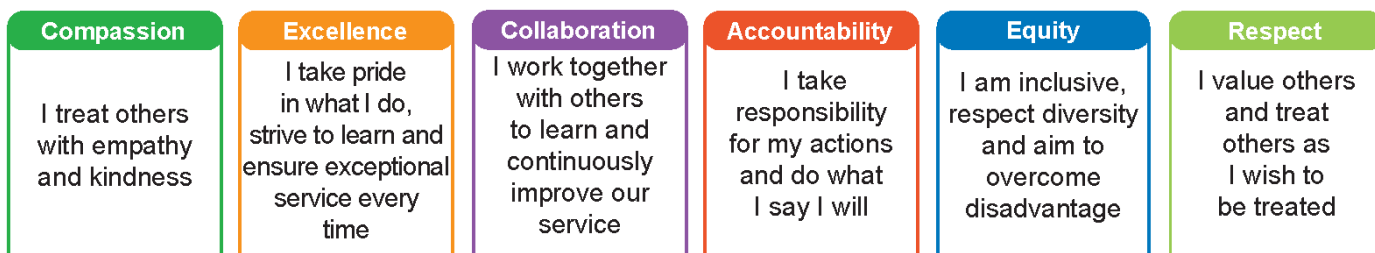
Our vision of 'healthy kids, healthy communities' sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

Our objectives



Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:



1. Leadership/Management

- Provides advice and consultancy to the Executive Director of Nursing Services and the Child and Adolescent Health Service and other external agencies relating to patient flow activity at PCH.
- Provides leadership, direction and management of the human, financial and material resources within the Patient Flow Unit at PCH in accordance with the vision, mission and values of the Child and Adolescent Health Service.
- Maintains overall performance of nursing positions under direct supervision.
- Develops and implements business plans and strategies to facilitate effective utilisation of human, allocated financial and physical resources within the department service and corporate priorities.
- Contributes to the achievement of national targets for the area of responsibility within an ABF/ABM environment reporting against agreed KPIs working partnership with the Coordinator of Nursing and / or the Nursing Director.
- Responsible for producing changes to practice as a consequence of individual interventions and advice.
- Coordinates and directs daily operational management of bed capacity and access and nurse staffing in consultation with the clinical care units, senior nursing and medical staff.
- Contributes to and/or implements the performance management systems which support ongoing development of staff.

2. Quality and Performance Innovation

- Initiates and participates in the development of quality improvement and risk management strategies for their area of speciality and Service wide.
- Promotes and facilitates compliance with National Safety & Quality Health Service Standards.
- Supports the hospital clinical governance and risk management strategies by reporting and investigating adverse incidents.
- Develops standards and policies for the areas of speciality using an evidence-based approach, developing innovative methods and techniques for effective practice and change internal and external to the area of responsibility.
- In partnership with Senior Nursing staff and the Head of Specialty leads the establishment and maintenance of a culture of patient safety within their area of specialty and contributes to the Service wide initiatives.

3. Research and Performance Innovation

- Analyses research findings to ensure implementation of national and international best practice to support the delivery of appropriate clinical care.
- Provides expertise to assist in the development of nursing staff relating to speciality.



- Researches issues of significance and maintains expert awareness of initiatives and innovations both internal and external to PCH.
- Serves as a resource and mentor of evidence-based practice through role modelling and support of Nursing & Midwifery practice changes.
- Incorporates Evidence Based Nursing/into patient care, education and leadership responsibilities.
- Leads, and/or participates in/supports evidence-based practice projects within unit/centre/service.

4. Communication

- Maintains open and collaborative communication with relevant key stakeholders demonstrating advanced written and verbal skills.
- Maintains excellence in interpersonal skills and leadership with all customers of the position to guide appropriate patient flow in relation to area of specialty.
- Promotes a multi-disciplinary approach to decision making.
- Provides assistance in addressing patient complaints ensuring compliance with legal requirements governing PCH.
- Provides a public relations function for the area including investigation and management of ministerial enquires as required.

5. Professional Accountability

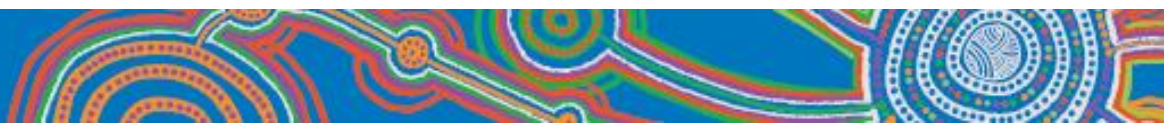
- Complies with and demonstrates a positive commitment to the following legislation;
 - Nursing and Midwifery Board of Australia – Code of Conduct
 - Poisons Act
 - National Safety and Quality Health Service Standards

CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct; the CAHS Vision and Values; and CAHS commitment to protecting children and promoting their safety.
- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.
- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and Quality Health Service (NSQHS) Standards, health service strategic direction and the WA Public Sector.



- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under *Public Sector Management Act (WA) 1994*, *Health Services Act (WA) 2016*, *Work Health and Safety Act (WA) 2020*, *Disability Services Act (WA) 1993* and the *Equal Opportunity Act (WA) 1984*.
- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.



Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

Essential selection criteria

1. Eligible for registration in the category of Registered Nurse by the Nursing and Midwifery Board of Australia.
2. Demonstrated significant knowledge, experience and leadership in area of specialty.
3. Advanced interpersonal and communication skills (written and verbal).
4. Demonstrated significant knowledge and application of research and best practice principles and an experience undertaking activities utilising the quality review cycle and aligned with the National Safety and Quality Health Services Standards.
5. Demonstrated commitment to self-development and the review and development of the performance of team members.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Work, Health and Safety, and how these impact on employment and service delivery.

Desirable selection criteria

1. Possession of, or significant progression toward the attainment of a post graduate qualification in area of specialty.
2. Demonstrated computer literacy, in particular, competence with office productivity applications.

Appointment to this position is subject to the following:

- Evidence of current registration by the Nursing and Midwifery Board of Australia must be provided prior to commencement.
- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.
- Successful pre-employment integrity check.
- Successful pre-employment health assessment.



Certification

Created on	Last Reviewed	Registered
Insert date	8/04/2024	8/04/2024

I verify that the details in this document are an accurate reflection of the requirements of the position.

Manager / Supervisor Signature or HE Number Date

As an Occupant of this position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name Signature or HE Number Date

