



# Position Description

## A SMALL RURAL HEALTH SERVICE DETERMINED TO ACHIEVE GREAT THINGS

Kerang District Health is a small rural health service offering a broad range of acute, residential aged care, primary and community services to the Kerang community and surrounding district.

Acute Health services provided include medical, oncology, a 24 hour urgent care centre (UCC) and surgical services such as general surgery, gynaecology, urology and dental.

The health service also provides residential aged care services to 30 residents in 'Glenarm' and provides transitional care to 4 clients either in hospital or in the community.

A variety of primary and community services also come under the KDH banner including a GP clinic, district nursing, centre based and mobile day activities, an exercise program and a men's shed.

## MISSION AND VALUES

Kerang District Health seeks to improve the health and wellbeing of the community. How we go about our work is as important as what we achieve. Everything we do is underpinned by our core values, **Caring, Accountability, Respect and Excellence**

Organisational Values	Associated Behaviours
C - Caring	We will be person centered, show compassion and empathy
A - Accountability	We will be transparent, trustworthy and responsible for our actions
R – Respect	We will embrace and be considerate of the differences of all people
E - Excellence	We will be dedicated to every person, every time

## 1. POSITION DETAILS

Title	After Hours Coordinator	Division	Clinical Services
Department	Acute Ward	Location	13 Burgoyne Street, KERANG VIC 3579
Enterprise Agreement (or its successor)	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 - 2024		
Classification	After Hours Coordinator (8D or 8C campus) <b>ZC5</b>		
Immunisation Risk Category	Category A: Position involving direct patient contact, potential for exposure to blood, body fluid, human tissue specimens during course of a normal working day		



## Position Description

<b>Position Summary</b>	<p>The After Hours Coordinator (AHC) at a small rural hospital will ultimately support and promote activities which are consistent with the objectives and philosophy of Kerang District Health. The AHC is responsible for the overall coordination of Kerang District Health during off periods of the Director of Clinical Services.</p> <p>The After Hours Coordinator is part of a team of senior nurses responsible for the after hour management and coordination of services at Kerang District Health. This includes the delivery of safe, competent and responsible clinical care to all clients of Kerang District Health. The After Hours Coordinator is responsible for the coordination of all hospital resources, admission of patients, and compliance to the Safe Patient Care Ratio legislation and may be required to assist in the provision of direct nursing care in any department within the hospital. The After Hours Coordinator is a valued member of the senior management team and actively participates in a number of strategic and important organisational operational meetings and forums. They are also responsible for the escalation of issues related to the quality, safety and organisational responses</p>	
<b>Position Reports to</b>	Direct	Director of Clinical Services
	Professional	n/a
<b>Number of Reports</b>	Direct	10 - 20
	Indirect	n/a
<b>Decision Making Authority</b>	Manager	
<b>Key Relationships</b>	Internal	
	External	

## 2. SELECTION CRITERIA

<b>Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Bachelor of Nursing;</li> <li>• Current registration with AHPRA;</li> <li>• Minimum of 5 years experience post registration clinical experience in acute medical;</li> <li>• Recent management experience at ANUM level or higher;</li> <li>• Understanding of the Safe Patient Care Act;</li> <li>• Understanding of hospital emergency responses and management;</li> <li>• Demonstrated advanced clinical skills and knowledge of best practice in clinical nursing;</li> <li>• Demonstrated effective interpersonal skills including problem solving, conflict resolution, negotiation and teaching;</li> <li>• Demonstrates a commitment to ongoing learning and professional development of self and others</li> <li>• Full, current COVID-19 and Influenza vaccination status</li> </ul>
<b>Desirable Requirements</b>	<ul style="list-style-type: none"> <li>• Midwifery qualifications</li> <li>• Post Graduate Management Qualification</li> </ul>

## 3. KEY ACCOUNTABILITIES

<b>Key Accountabilities</b>	<b>Demonstrated by / Key Performance Indicators</b>
<b>Position Duties:</b>	<p>Act as a resource for staff (nursing, medical and others) and patients and their families.</p> <p>Takes on a patient load and clinical responsibility on all shifts.</p>



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	<p>Being actively involved in the preparation, maintenance and implementation of emergency disaster plans, and together with other emergency control personnel, be responsible for coordination of staff and patient movement in the event of an emergency during their rostered shift(s).</p> <p>Liaise with relevant personnel, to discuss bed availability and suitable patient placement.</p> <p>Facilitate the resolution of public relations issues as they arise, informing the CEO and/or DoCS as appropriate.</p> <p>Assist in the delivery of safe patient care by liaising with the Charge Nurse and supporting ward areas with appropriate nursing staff (includes adequate PSA support, orderlies, etc).</p> <p>Responsible for quality control for nursing services delivered and allocation of staff during their rostered shift(s).</p>
<b>Clinical</b>	
<b>Specific Responsibilities</b>	<p>Liaise with all staff acting as a resource for staff, facilitating and promoting quality patient care.</p> <p>Co-ordinates and maintains appropriate nursing staff levels through consultation with clinical nurses, redeploying staff and engaging nurse bank employees/agency staff as required.</p> <p>Facilitates the process to ensure the performance and skills of nurse bank employees are maintained in accordance with hospital policy.</p> <p>Facilitates patient admission by discussing bed availability with the Admitting Officer in accordance with hospital policy.</p> <p>Ensures the smooth release of bodies from the mortuary after hours when necessary for coronial or religious reasons.</p> <p>To be an active member on the Emergency Procedures Committee or local equivalent, ensuring nursing input and profile is maintained.</p> <p>Responsible for maintaining own education relating to emergency and disaster procedures.</p> <p>Maintains an awareness of patient/nurse dependency throughout the shift as this will assist the safe co-ordination of staff and patients in such a situation.</p> <p>Assists with the monitoring and analyses of patient incidents and accidents. Ensures the necessary reports are completed and the CEO and/or DON are informed.</p> <p>Monitors consumer concerns, assists with the resolution and refers the matters to the CEO and/or DoCS.</p> <p>Assists in maintaining supportive relationships between staff, patients and is available for consultation and advice.</p> <p>Assists the DoCS with any projects or reports that may be necessary.</p> <p>If required to attend meetings during off duty periods will be paid in accordance with this Agreement.</p>



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	These responsibilities will be performed by the out-of-hours Grade 5 Supervisor in small country hospitals where the necessary resources are provided by the Employer.
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>To recommend/discuss any new resources, processes, or equipment that may be required to maintain and further develop effective programs or treatments with the Director of Clinical Services</li> <li>To participate in Quality Improvement activities within the relevant department, team and organisation as required.</li> </ul>
<b>Infection Control</b>	<ul style="list-style-type: none"> <li>Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li> </ul>
<b>Occupational Health and Safety</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>Take reasonable care for your safety and the safety of others while at work.</li> <li>Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.</li> <li>Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.</li> <li>Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>Complete all Mandatory training requirements as identified and directed.</li> <li>Comply with the Occupational Health and Safety Act and all KDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Above and Below the Line Behaviour Modelling</b>	All staff are expected to comply with and support the Kerang District Health Above and Below the Line Behaviour model, focusing our behaviours on those that reflect our values; Caring, Accountability, Respect and Excellence.
<b>Performance Appraisal and Goal Setting</b>	A Performance Appraisal and Goal Setting will be conducted annually

Position Requirements	
A satisfactory National Police Check (no older than 3 months) must be provided prior to commencement at KDH)	Required
Evidence of professional registrations	Required
Evidence of Professional Qualification	Required
Valid Victorian Driver's Licence	N/A
Satisfactory Working with Children's Check	Required
Immunisation	Preferred
Annual Influenza Vaccination and Full Covid 19 Vaccination	Required
Undertake Pre-Employment Check as per KDH policy (This is mandatory prior to commencement and when required during employment)	Required



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Job Demands List		
Kerang District Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.		
Frequency Functions		
<b>I</b>	= Infrequent	Activity may be required very infrequently
<b>O</b>	= Occasional	Activity required occasionally, not necessarily all shifts
<b>F</b>	= Frequent	Activity required most shifts, up to 50% of the time
<b>C</b>	= Constant	Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods
<b>N/A</b>	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks		x			
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks			x		
Bending	Forward bending from waist to perform tasks			x		
Kneeling	Remaining in a kneeling position to perform tasks		x			
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying	x				
	Assisted lifting (mechanical, equipment, person assist)			x		
Working at heights	Ascending and descending ladders, stools, scaffolding					x
Pushing/Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment		x			

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Reaching	Arms fully extended forward or raised above shoulder		x			
Crouching	Adopting a crouching posture to perform tasks		x			
Foot Movement	Use of leg and/or foot to operate machinery	x				
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/Arm movement	Repetitive movement of fingers, hands and arms e.g. computer keyboarding		x			
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus. Etc.	x				
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed, e.g. emergency or grief situations		x			
Aggressive/Unpredictable people	Raised voices, yelling, swearing and arguing e.g. drug/alcohol, dementia, mental illness	x				
Exposure to distressing situations	E.g. child abuse, delivering bad news, viewing extreme injuries, viewing deceased	x				
<b>Environmental Demands</b>						
Gases	Working with explosive or flammable gases requiring precautionary measures	x				
Liquids/Chemicals	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					x
Noise	Environmental/background noise necessitates people raising their voice to be heard					x
Biological hazards	E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE		x			
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials		x			
Radiation	Working with radiologic equipment					x



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### 4. STANDARDS TO WHICH PERFORMANCE WILL BE ASSESSED

- Key Performance Indicators
- Demonstrating organisational philosophy in all activities
- Compliance with organisational policy, procedures and practices
- Compliance with goals induction setting within the first six months of employment
- Compliance with position description and goals set at annual performance appraisal
- Contribution to the team and organisation
- Management, peer, client and community feedback.

### 5. ACCEPTANCE AND AGREEMENT

All Kerang District Health team members must:

- Demonstrate and role model Kerang District Health values.
- Comply with all Kerang District Health Policies and Procedures.
- Comply with the requirements of the National Safety & Quality Health Service Standards.
- Work in accordance with the Data Accountability Framework to maintain data integrity.
- Complete and maintain all mandatory training relevant to area of practice.
- Participate in Kerang District Health's performance development process as required.
- Contribute to a safe and healthy working environment.
- Report unsafe work practices in the incident reporting system.
- Promote a no blame culture of safety and wellbeing.
- Maintain working knowledge of emergency procedures and location of emergency equipment.
- Take all reasonable steps to prevent bullying, discrimination and harassment in the workplace.
- Observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- Comply with reasonable direction or duties as requested by their manager

Kerang District Health strongly supports patients in expressing their wishes and values. Clinical staff are encouraged to engage in Advance Care Planning (ACP) discussions with patients.

Kerang District Health has a zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously. For more information refer to Kerang District Health's Child Safe Policy.

Kerang District Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free from harassment or discrimination.

Kerang District Health is a smoke-free environment.

### ACCEPTANCE

*I have read, understood and agree that this position description represents the duties, responsibilities and accountabilities expected of me in my employment in this position. I understand Kerang District Health reserves the right to modify position descriptions as required, and I will be consulted when this occurs.*

<b>Position Incumbent</b>	
<b>Signed</b>	



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<b>Print Name</b>	
<b>Date</b>	
<b>Manager</b>	
<b>Signed:</b>	
<b>Print Name:</b>	

*Privacy Statement: Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Human Resources department.*