

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>ALBURY EMERGENCY DEPARTMENT SHIFT COORDINATOR</b>
<b>Department:</b>	Emergency Department
<b>Classification:</b>	NURSE UNIT MANAGER (LEVEL 1)
<b>EBA / Award:</b>	NSW Public Health System Nurses and Midwives (State) Award 2022
<b>Primary Site:</b>	Albury
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care
<b>AWH VISION</b>	
<i>"The Best of Health."</i>	
<b>AWH VALUES</b>	
Patient and Client Focused, Ethical, Teamwork, Equity, Respect, Compassion, Accountability and Trust.	
<i>Patient and Client Focussed:</i>	Our purpose is to serve our patients and clients in order to achieve the Vision and Purpose of Albury Wodonga Health.
<i>Ethical:</i>	Both in our clinical endeavour and our business practices we will be just in all our dealings.
<i>Teamwork:</i>	Esprit de corps, harmony, partnership and unity are valued.
<i>Respect:</i>	Appreciation of the worth of others and regard for their contribution is inherent.
<i>Trust:</i>	Confidence that all are doing their best, honestly and positively.
<i>Accountability:</i>	Understanding that all bear a personal responsibility to our community.
<i>Compassion:</i>	Consideration, empathy and humanity are given freely to our patients and staff alike.
<i>Equity:</i>	Fairness, integrity and justice are apparent in our actions.
<b>ROLE SUMMARY / PURPOSE</b>	
<p>The Nurse Unit Manager Level 1 (NUM1) provides leadership, coordination and management of the delivery of health care services for all patients presenting to the Emergency Department through their role as Shift Coordinator.</p> <p>The NUM1 supports the Departmental NUM through:</p> <ul style="list-style-type: none"> <li>• Coordination and leadership of patient services and staff within the Emergency Department;</li> <li>• Unit management;</li> <li>• Nursing staff management;</li> <li>• Management of essential resources within the Emergency Department;</li> </ul>	

- Liaison between NSW Ambulance Service, Ambulance Victoria and Albury Emergency Department
- Coordination of interdisciplinary care teams
- Leadership and mentoring of nursing staff

#### KEY RESPONSIBILITIES

The NUM1 is a registered nurse in charge of the Albury Emergency Department on a shift-by-shift basis, also known as the Shift Coordinator.

NUM1 responsibilities include:

##### COORDINATION OF PATIENT SERVICES:

- Liaise and coordinate with all health care disciplines for the delivery of patient care.
- Establish and maintain processes to facilitate performance improvements.
- Utilise and promote evidence based practice in the delivery of nursing care and maintain knowledge of contemporaneous nursing practice
- Monitor food, environmental and transport services for optimal patient care, departmental flow and safety.

##### UNIT MANAGEMENT:

- Work within the Acute Zone command centre alongside the Emergency Physician In-Charge (EPIC) and Administration Team Leader to coordinate patient flow and care.
- Coordinate patient out flow to inpatient and external dispositions in liaison with inpatient NUMs, Bed Manager, ADON, and other key stakeholders.
- Promote efficient use of cubicle spaces in coordination with the clinical team to enhance the patient journey and provide patient flow through the Emergency Department to their disposition.
- Liaise with NSW Ambulance and Ambulance Victoria regarding incoming patients, expected offload times and patient transfers.
- Allocate cubicles, resources and personnel to patients according to clinical need in liaison with senior clinicians
- Lead and coordinate the nursing and multi-disciplinary care team within the Emergency Department.
- Lead, direct, and coordinate care and participate in problem solving in matters related to the functioning of the Emergency Department.
- Ensure the practice of nursing is safe and efficient, maintaining standards of care through continual quality improvement initiatives.
- Support the development, implementation of emergency service procedures and the dissemination of information to all personnel.
- Ensure the human, physical and financial resources of the ward/ health centre are managed, in collaboration with the NUM 3, to deliver safe and efficient health care within available resources.

##### NURSING STAFF MANAGEMENT:

- Manage day-to-day nursing rosters, shift allocations and leave replacement.
- Delegate nursing workloads, reallocate work and staffing resources as required for optimal clinical safety.
- Provide training, appraisal and counselling of nursing staff;
- Act as a clinical leader through mentorship of other nurses and students.

##### OTHER:

- Represents the Emergency Department at clinical leadership meetings.
- Actively contributes to their own professional development.
- Participates in ongoing education activities such as conference and in-service education.
- Active membership of relevant specialist interest groups.
- Be responsible for own personal development.

##### MANDATORY TRAINING:

- It is a condition of appointment that all employees complete mandatory e-learning modules prior to commencement

## QUALIFICATIONS AND EXPERIENCE

### 1. MANDATORY:

- Current Nursing and/or Midwifery Registration with APHRA (Australian Health Practitioners Agency).
- An RN appointed to this position must have at least 5 years full time equivalent post registration experience
- Relevant post registration qualifications in the clinical area of his/her specified post graduate qualification with a minimum of three years full time equivalent within the clinical specialty.
- Experience working in a senior clinical role
- Demonstrated high level of interpersonal and communication skills including advocacy and negotiation and the ability to work effectively within a multidisciplinary team.
- Demonstrated knowledge and ability to mentor and coach nursing staff to enhance professional development.
- Demonstrated experience in leading and initiating activities to improve clinical service delivery and patient clinical outcomes.
- Demonstrated clinical leadership skills, commitment to patient / client focused care, and experience in providing complex care in the area of specified clinical practice / expertise.
- Extended autonomy of decision making skills and the ability to work effectively as an integral part of a multidisciplinary team.
- Supports and contributes to quality improvement, clinical risk management and research projects within the area of practice.
- Demonstrates consistent and systematic application of the nursing process in the provision of person centred care.
- Be innovative, resourceful and adaptable to change

### NOTES:

A current National Police Check shall be provided / undertaken prior to appointment.

A Working with Children's Check (as per relevant State legislation) may be required where the role requires working unsupervised with children.

Evidence of immunisation against specified infectious diseases must be provided for all Category A positions prior to appointment (please refer to Annex 3 for more information).

AWH is the principal regional health care provider in the event of disaster and emergency. The occupant of this position understands and acknowledges that he/she may be required to work as assigned if requested to meet the Health Service's responsibilities in the event of a disaster or emergency situation.

While this position description reflects the current duties and responsibilities, it is not to be interpreted as all inclusive. It may be subject to review from time to time.

## PERSONAL ATTRIBUTES / SOFT SKILLS

The AWH Nursing and Midwifery Philosophy is based upon the following principles:

- Sustaining a culture of professional excellence continuous practices improvement and lifelong learning.
- Collaborating with Healthcare teams to deliver high quality care at all times and promote outstanding clinical outcomes.
- Creating a caring, healing environment by partnering with people to promote exceptional healthcare. This commitment that nurses and midwives will undertake is based on:
  - Person Centred care
  - Respect
  - Integrity
  - Accountability

The AWH personal attributes / soft skills of a nurse at AWH will be inclusive of the following attributes, keeping in mind references to the Guidelines and Principles for Nurses, as outlined in the reference links in the below Annex.

- **Compassion:** Genuinely cares about people; is available and ready to help; is sympathetic to the plight of others; demonstrates real empathy.
- **Approachability:** Is easy to approach and has the ability to build rapport with patients and staff; spends the extra effort to put others at ease; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener.
- **Interpersonal Skills:** Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- **Critical Thinking:** Effectively use critical-thinking skills to solve and identify problems to improve protocols and patient care.
- **Team player:** Is a team player that works fluidly with patients, families and interdisciplinary healthcare teams every step of the way.
- **Communication:** Able to communicate clearly and succinctly in a variety of different settings and circumstances. Can get the message across to achieve the required result
- Further information is noted in Annex 3: Professional Practice Documents – Nursing and Midwifery

#### KEY RELATIONSHIPS

<b>REPORTS TO:</b>	The Nurse Unit Manager Level 1 (NUM1) is accountable to the Departmental NUM
<b>SUPERVISES:</b>	<ul style="list-style-type: none"> <li>• Registered Nurses (RN) / Registered Midwives (RM).</li> <li>• Enrolled Nurses (EN).</li> <li>• Assistants in Nursing (AIN) and Registered Undergraduate Student of Nursing (RUSON)</li> <li>• Undergraduate and post graduate students.</li> <li>• ED Assistants</li> </ul>

#### PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

#### QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

## HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

## SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

## CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

## CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

### Declaration:

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: .....

Signature: .....

Date: .....

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**ANNEXES**

1. Organisational Responsibilities.
2. Jobs Demand Checklist.
3. [Click here to enter text.](#)

**DOCUMENT CONTROL**

<b>Executive Sponsor:</b>	Chief of Nursing & Midwifery Executive Director Quality, Governance & Patient Experience
<b>Manager Responsible:</b>	Director of Nursing Emergency & Critical Care
<b>Author(s):</b>	Director of Nursing Emergency & Critical Care Emergency Clinical Nurse Consultant
<b>Reviewed by People &amp; Culture:</b>	<input checked="" type="checkbox"/> 10/09/2023
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<b>Previously Named As:</b>	

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

**Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

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**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

*This form is to be completed by the Manager / Supervisor of the position being recruited to.*

**Position:** Albury Emergency Department Shift Coordinator

**Department / Unit:** Albury Emergency Department

**Facility / Site:** Albury Wodonga Health, Albury Campus

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.		X				
Standing	Remaining standing without moving about to perform tasks.	X					
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.		X				
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.		X				
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).	X					
	Moderate lifting and carrying (10 – 15 kg).	X					
	Heavy lifting and carrying (16 kg and above).						X
Reaching	Arms fully extended forward or raised above shoulder.		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.		X				
Head / Neck Postures	Holding head in a position other than neutral (facing forward).		X				
Hand & Arm Movements	Repetitive movements of hands and arms.		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.		X				
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.						X

Demands	Description	Frequency					
		I	O	F	C	R	N
Driving	Operating any motor powered vehicle.						X
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.		X				
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.				X		
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.	X					
Taste	Use of taste is an integral part of work performance, eg: Food preparation.	X					
Touch	Use of touch is an integral part of work performance.		X				
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.		X				
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.		X				
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.		X				
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.	X					
Gases	Working with explosive or flammable gases requiring precautionary measures.	X					
Fumes	Exposure to noxious or toxic fumes.	X					
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.	X					
Hazardous Substances	Eg: Dry chemicals, glues.						X
Noise	Environmental / background noise necessitates people raise their voice to be heard.	X					
Inadequate Lighting	Risk of trips, falls or eyestrain.						X
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.						X
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.						X
Confined Spaces	Areas where only one egress (escape route) exists.						X
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.						X
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X					
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.						X
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				