

The Royal Women's Hospital
Locked Bag 300
Parkville Vic 3052

Position Description

Title	Clinical Coordinator
Department	Perinatal Emergency Referral Service (PERS)
Classification	YU11/12 (Grade 3B)
Agreement	Nurses (Victorian Public Health Sector)
Responsible to	Team Leader (NETS) Director of Nursing (NETS)

Position Purpose

The Clinical Coordinator position is a cooperative venture between NETS, PETS and PERS. The Clinical Coordinator is responsible for receiving neonatal, paediatric and perinatal referrals from across the state of Victoria. Calls are triaged and managed by coordinating consultation with appropriate specialist(s) and/or stakeholder. Following specialist advice and management, necessary transport platforms and transfer arrangements are made as required.

Department/Unit Specific Overview

NETS, PETS and PERS will work closely together and also liaise with Ambulance Services Victoria.

The Perinatal Emergency Referral Service (PERS) has been established since 2005 to provide maternity care providers in Victoria with:

- Arranging emergency perinatal transfers to an appropriate facility
- Accessing key obstetric and neonatal resource information, and
- Accessing optimal clinical advice about perinatal emergency situations.

The Newborn Emergency Transport Service (NETS) was introduced in 1976 and provides:

- Clinical consultation for sick and /or premature babies and emergency transport of sick newborns
- Access to emergency perinatal consultation for high risk in-utero transfers
- Bed state information (Victorian Perinatal Information Centre)
- Return Transport Service elective transport service
- Continuing education in perinatal care

The Paediatric Emergency Transport Service (PETS) began operations in 1979 and the aims of the service are;

- Provide advice on the resuscitation of critically ill children to doctors, nurses, hospitals and ambulance officers outside the Royal Children's Hospital
- To make the resources of paediatric intensive care available to severely ill children all around Victoria, Tasmania and southern New South Wales by offering them safe, expert inter-hospital transfer to the paediatric intensive care unit at the RCH

Organisational Accountabilities

Be aware of and work in accordance with Hospital policies and procedures, including Occupational Health and Safety, Infection Control, Equal Employment Opportunity and Confidentiality.

Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions.

Statutory Responsibilities

Occupational Health and Safety Act 2004

Drugs, Poisons and Controlled Substances Regulations 1985

Freedom of Information Act 1982

Research

- Participate in the ongoing development and review of PERS policies and procedures, using evidence based principles
- Participate in research projects prompted by quality assurance outcomes, regarding nursing practice and team standards
- Remain informed of current nursing research by literature reviews
- Participate in Nurse lead research projects to improve clinical/transport practice and present findings
- Assist in the collection of data for collaborative research

Quality Assurance

- Have an understanding of Quality assurance and assisting in this process by:
- Completing all documentation for retrievals and entering the data appropriately
- Providing quality improvement documentation when required
- Evaluating, documentation and reporting delays in transport mobilization to appropriate personnel
- Documenting difficulties encountered during retrievals
- Introducing problem solving strategies when difficulties occur whilst maintaining safe operating procedures
- Participate in case reviews
- Prepare and present specific case presentations when requested
- Contributes to the production of an annual report and business plan based on PERS service activities
- Participating and developing in an assigned portfolio/s and provides reports to document progress
- Utilises and promotes use of Information Technology within the department

Professional Practice

- Maintain current Victorian nurses registration
- Comply with the professional code of ethics for nurses and RWH code of conduct
- Demonstrate professionalism when working/representing PERS in all associations with other hospitals, facilities their consumers and staff and members of the general public
- Maintains an effective communication and working relationship with all key providers of services for PERS (Ambulance Service, Air Ambulance, Private contractors etc)
- Promotes PERS through public awareness campaigns
- Assuming responsibilities for self education and awareness of advances in neonatal care and technology
- Actively participates on committees as directed by the nurse manager
- Maintaining membership of relevant professional organizations and produces evidence of the same annually to nurse manager
- Acts as a professional role model
- Undertakes opportunities for succession in senior positions at PERS when the opportunity arises
- Fosters an environment that is conducive to effective communication and complementary working relationships, working with peers, and other health professionals
- Demonstrates the ability to work as a team with all members involved with the transport process
- Assumes responsibility for working scheduled hours of duty, on-call and overtime, as necessitated by the service demands, including accurate records of hours worked eg, recording of overtime, time in lieu and time in lieu hours taken
- Acknowledges that flexibility in regard to rostering and covering roster is due to the experience required for transport personnel
- Maintains accountability for own productivity and performance when rostered on duty

Organisational Relationships

NETS, PETS and PERS staff

Ambulance Victoria

Level 1 and 2 Hospitals

Mercy Hospital for Women, Monash Medical Centre, The Royal Children's Hospital and The Royal Women's Hospital

Transport contractors

ARV

Department of Human Services

Key Selection Criteria

Experience/Qualifications

Essential:

Registered nurses (Division 1)

- Midwifery or Neonatal or Paediatric clinical experience is necessary
- Midwifery or Neonatal Intensive Care or Paediatric Intensive care qualification is preferred

Previous experience and knowledge of the following is desirable:

- confident skill base with information systems
- technology management of a telephone communication system, and
- an understanding of the Victorian Health System

Competencies/Skills (Operational/Technical roles)

The coordinator will work roster shifts to ensure 24-hour cover. Responsibilities will include:

- Triage all calls to the appropriate personnel.
- Identify clinical referrals appropriately and prioritise correctly
- Provide specialists with relevant database information.
- Arrange conference call with appropriate personnel and agencies.
- Liaise with transport platform providers.
- Organise and coordinate non emergency transfers
- Monitor and facilitate the update of bed state for neonatal and maternity services state wide.
- Maintain information system. Access, enter and retrieve data as required
- Facilitate communication with clinicians of referring hospital and provide follow up information
- Participates in quality performance projects for the service
- Occasional secondment to NETS, tertiary nurseries and birth suites (as observers) to gain an understanding of these services

Other responsibilities

- Be aware of and work in accordance with Hospital policies and procedures, including Occupational Health and Safety, Equal Employment Opportunity and Confidentiality.
- Be respectful of the needs of referring maternity care providers and other staff and maintain a professional approach to all interactions.

Attributes

Well developed interpersonal skills such as:

- Verbal communication skills
- Professional manner
- Have a flexible approach to a changing virtual and physical environment
- Demonstrated organised approach to tasks and the ability to prioritise varying tasks and demands
- Ability to easily manage demanding emergency work
- Ability to work effectively within a multidisciplinary environment and within a small team
- Capacity to work independently

Conditions & Salary

The conditions of employment are in accordance with the Nurses (Victorian Public Health Sector) Multiple Business Agreement 2008-20011 or any such Agreement that replaces this Award. The Salary will vary according to the experience of the successful applicant.

Employee Name

Employee Signature

Date:

Manager Name

Manager Signature

Date:

Updated Date:

May 2009

Updated by:

Fay Presbury, Director (Nursing)

Date of next Review:

May 2010
