

## Position Description: Hospital Coordinator

Position Title	Hospital Coordinator
Business area:	Clinical
FTE:	As per Conditions of Employment
Reports to:	Ward Services Manager



### Our Purpose

#### Our Mission :

Excellence in health care within a culture of caring

#### Our Vision :

To be an innovative centre of excellence, where people choose to receive health care and people love to work.

#### Our Values:

##### Four core values:

- Do the Right Thing
- Aim for Excellence
- Caring for All
- Work Better Together

### Position Objectives:

- To provide leadership in effective afterhours co-ordination of service delivery at St Georges Hospital.
- Exhibit, promote and lead exemplary relationships within all areas of the Hospital.
- To provide clinical support in the pursuit of clinical excellence, improved health outcomes and service delivery.
- To assist and work collaboratively with colleagues to ensure the safe, effective delivery of services within the Hospital.
- To support the strategic and business objectives of the organisation.

### Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> <li>• Hospital Manager</li> <li>• Operating Theatre leadership team</li> <li>• Quality team</li> <li>• Charge Nurses</li> <li>• Learning and Development team</li> <li>• Clinical Informatics</li> <li>• IT team</li> <li>• Infection Prevention and Control team</li> <li>• Colleague and Capability team</li> <li>• All St George's colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Clinicians</li> <li>• Allied health professionals</li> <li>• On Site customers</li> <li>• Relevant associated groups</li> <li>• Patients/consumers, their whānau and support persons</li> </ul>

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### ***Key Areas of Accountability:***

<b>Area of Accountability</b>	<b>Expected Results</b>
<b>Clinical leadership and communication</b>	<ul style="list-style-type: none"> <li>Models and ensures our Values (Do the Right Thing; Aim for Excellence; Caring for All; Work Better Together) are integrated throughout the organisation through daily practices, interactions, and decision making.</li> <li>Demonstrates timely, effective oral and written communication within a multidisciplinary team environment.</li> <li>Provides visible and accessible leadership, motivating others to follow.</li> <li>Respects lines of authority and uses proper channels of communication.</li> <li>Is open and receptive to feedback.</li> <li>Establishes collaborative networks across teams for mutual benefit and to achieve strategic goals.</li> </ul>
<b>Operational management</b>	<ul style="list-style-type: none"> <li>Manages/coordinates any systems failure or emergency response to ensure patient and staff safety and assumes chief controller responsibilities.</li> <li>Takes responsibility for the effective booking and management of acute admission requests or patients returning to theatre.</li> <li>Effectively manages patient feedback and refers and escalates appropriately.</li> <li>Ensures safe, appropriate, and financially responsive rostering and maintaining/adjusting management systems.</li> <li>Manages efficient and effective bed utilisation and coordination of resources afterhours that is based on the models of care framework.</li> </ul>
<b>Interpersonal relationships and teamwork</b>	<ul style="list-style-type: none"> <li>Acts as a role model and resource person for the organisation afterhours.</li> <li>Provides clinical oversight and support for hospital staff afterhours.</li> <li>Collaborates with senior nursing team to identify and address learning deficits and performance issues.</li> <li>Supports RNs to undertake, and maintain, models of care clinical competency assessments.</li> <li>Reinforces patient/client focus through education, practice, policies and/or procedures.</li> <li>Maintains a significant presence in all clinical areas, liaising with the relevant personnel including the operating theatre coordinator/staff to coordinate clinical back-up and availability of essential support services.</li> </ul>
<b>Quality improvement and innovation</b>	<ul style="list-style-type: none"> <li>Actively participates in quality improvement and innovation by planning, implementing, and evaluating improvements.</li> <li>Initiates, participates in design, facilitates, and evaluates audits and applies outcomes to improve service provision.</li> <li>Participates actively in Ministry of Health Certification process.</li> <li>Documents and reports incidents accurately in accordance with hospital policy and actively participates in the review of incidents as required.</li> <li>Identifies risk and escalates according to policy.</li> <li>Contributes to the review and development of documents such as policies, procedures, and guidelines.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation.</li> <li>Identifies own learning requirements/deficits and develops a plan in conjunction with line manager.</li> <li>Demonstrates and facilitates contemporary knowledge and skills.</li> <li>Participates in an annual performance appraisal and the setting of performance objectives aligned to the goals of the organisation.</li> <li>Attends relevant study days and in-service education.</li> <li>Fosters an environment conducive to learning, enquiry and research.</li> <li>Displays sound knowledge of safe use and maintenance of relevant equipment.</li> </ul>

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Area of Accountability	Expected Results
	<ul style="list-style-type: none"> <li>Understands and complies with legislation and organisational policies and procedures that govern practice and service delivery.</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>Fosters co-operation across the organisation.</li> <li>Is customer focused, understands and promotes the concept of internal and external customers (i.e. patients, colleagues and clinicians).</li> <li>Creates a culture of patient/client focus through person-centered care.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>Understands and has knowledge of Te Tiriti o Waitangi.</li> <li>Collaborates with colleagues regarding the integration of Te Tiriti principles in practice.</li> <li>Displays a willingness to work positively with organisational strategies to improve outcomes for Māori.</li> </ul>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Champions, supports, implements, and complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with legislated Health and Safety at Work requirements.</li> <li>Cooperates with any reasonable policy or procedure relating to health or safety at the workplace.</li> <li>Promotes a healthy and safe working culture.</li> <li>Ensures compliance with hospital security requirements and is vigilant in all matters of security.</li> <li>Participates in Health and Safety training as required by St George's.</li> <li>Ensures all incidents are communicated and reported in a timely manner.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>To undertake other duties as requested from time to time that may be in addition to those outlined above but which fall within the hospital coordinator capabilities and experience.</li> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> </ul>

### *Qualifications, Experience and Personal Qualities*

	Essential	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Registered nurse with evidence of post graduate study</li> <li>Holds a current practicing certificate.</li> </ul>	
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>At least 5 years post registration experience.</li> <li>Proven leadership ability and experience</li> <li>Advanced health assessment skills</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Integrity</li> <li>Uses initiative</li> <li>Is proactive, innovative and adaptable</li> <li>Is self-directed and works well under pressure</li> <li>Works well autonomously and as an effective team member</li> <li>Excellent communication and interpersonal skills</li> </ul>	