

Position Description

Position Title	After Hours Nurse Manager
Position Number	30025766
Division	Clinical Operations
Department	Patient Access and Demand
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	After Hours Coordinator 8A
Classification Code	ZC7
Reports to	Manager – Patient Access and Demand
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The AHNM is a leadership position that is responsible for overseeing the provision of safe and efficient care for consumers, staff and visitors to Bendigo Hospital out of hours. It is a fast-paced role that requires critical

thinking and high level decision making. The AHNM works closely with Associate Nurse Unit Managers to ensure timely access to in-patient beds from the different access points into the hospital including the Emergency Department, Operating Theatre and external referrals.

AHNM must be aware of the organisations Key Performance Indicators (KPI's) such as the National Emergency Access Targets (NEAT), Emergency Department Length of Stay (ED LOS) and Elective Surgery Information System (ESIS) so they are able to monitor and influence these KPIs in a positive manner.

Maintaining and understanding the importance of patient flow, problem solving complex clinical issues for speedy resolution is crucial to the position to ensure the highest level of patient care is delivered with the most effective and efficient use of available resources.

Responsibilities and Accountabilities

Key Responsibilities

- In accordance with the Patient Services Manager and Emergency Department, assume responsibility for the appropriate allocation and notification of emergency and elective admissions.
- Work in a professional and respectful manner with staff, consumers, and visitors of Bendigo Health.
- Work closely with the Patient Flow Coordinator, Access and Demand Manager and Director of Nursing to facilitate efficient patient flow.
- Undertake the afterhours management of patient flow into and throughout the organisation that facilitates Bendigo Health achievement of the patient flow key performance indicators outlines by the Department of Health and Human Services (DHHS) and Bendigo Health's patient flow KPI's.
- In collaboration with the Emergency Department (ED) and inpatient units, frequently monitor the length of stay of admitted patients within the ED facilitating timely access to inpatient beds.
- Closely monitor capacity and demand and activate the Hospital Escalation Police as required.
- Ensure that wards/departments provide regular bed status reports through expected channels.
- Contribute to the development and effective implementation of strategies within the Patient Access and Demand plan.
- Coordinate inter-hospital transfers in and out of Bendigo Health, diverting ED presentation by facilitating direct admissions.
- Be the key contact for medical officers to facilitate access to an inpatient bed.
- Provide advice or alternative options to patient admission.
- Monitor afterhours operating theatre availability.
- In consultation with Business Managers and/or their deputies, ensure that units/departments are staffed suitably and that staff levels and mix are appropriate to patient numbers and acuity.
- Facilitate and coordinate the allocation of pool staff to wards.
- Act as a support person for staff and clients during/after critical incidents.
- Assist in acquisition of services, supplies and equipment after hours to ensure appropriate continuity of business.
- Provide initial contact point for management inquiries after hours including liaison and/or appropriate referral with outside groups (media, other hospital etc) in the absence of the Executive (as per BHCG Public Relations Policy).
- Document calls made to the Executive.

- Timely dissemination of information to the appropriate stream managers and/or Director of Nursing of any events that have occurred relevant to their stream.
- In the absence of the Chief Executive Officer the position has the delegated authority to make decisions to ensure Bendigo Health maintains core business. Will have access to an on call senior officer to facilitate decision making.

Key Selection Criteria

Essential

1. Current registration as a Registered Nurse with AHPRA (Australia Health Practitioner Registration Agency)
2. Provide positive, helpful and enthusiastic leadership in a professional manner.
3. Understand, monitor and impact on associated KPI's.
4. Extensive relevant post-registration experience in an acute health setting of similar complexity.

Desirable

5. Demonstrated ability to communicate effectively with all levels of the organisation
6. Demonstrated clinical decision making that allows health care to be delivered in a safe manner to a high standard.
7. Ability to work both independently and part of a team to a high standard.
8. Demonstrated continual professional development and learning.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.

- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.