

Position Description

Position Title	Registered Nurse Discharge Lounge
Position Number	30026240
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	Registered Nurse Grade 2
Classification Code	YP3 – YP9
Reports to	Manager Patient Access and Demand
Management Level	Non Management
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 • Working with Children 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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Discharge Lounge Nurse (DLN) plays a key role in facilitating timely access to and from the Bendigo Hospital.

The DLN provides a safe and comfortable space for consumers of Bendigo Hospital to wait for transport home or a bed on one of the inpatient units.

As this is the last point of contact with Bendigo Health for many people it is important the DLN provides a friendly and supportive approach to users of the discharge lounge. The DLN works closely with volunteers to co-ordinate the vol express service as well as collection of patients from all areas of the hospital.

The Discharge Lounge operates 7 days a week (including public holidays) 0830 -1800.

Operational hours will be Monday to Friday with shift times to be determined. Applicants must be available for weekend shifts

Responsibilities and Accountabilities

Key Responsibilities

- Identify patients ready for discharge who are suitable for care in the discharge lounge whilst they wait for transport or services such as pharmacy or other referrals prior to discharge.
- Adopt a “pull” methodology for patients from all parts of the hospital and pro-actively seek suitable patients
- Responsible for checking of any clinical equipment and ensuring its safe operation and cleanliness prior to use.
- Assess the need for and provide health education for patients and carers as necessary
- Promote practices which comply with the policies and procedures of Bendigo Health and actively participate in the maintenance of relevant policies and procedures to ensure best practice.
- Provide exceptional customer service to patients and other Bendigo health staff\departments. Including providing a welcoming environment for discharging patients
- Work closely with volunteers and act as a conduit between them and the Access and Demand Manager and the volunteer manager as required.
- Liaise with volunteers to provide stats on volunteer hours provided each month.
- Ensure patients accepted into the Transit Lounge and Vol Express fall within the criteria for care by volunteers
- Schedule Vol Express run times to ensure priority is given on the basis of patient need and factoring in a break time for Volunteers
- Ensure all tasks related to discharge are complete prior to patients leaving Bendigo Health
- Maintain statistics related to the usage of Transit Lounge and Vol Express
- Attend departmental and/or organizational meetings as required
- Participate in staff development and training as required
- Actively participate in innovation and quality improvement
- Comply with and actively promote the vision and values of Bendigo Health

Key Selection Criteria

Essential

1. Current registration with AHPRA as a Registered Nurse
2. Understanding of patient flow throughout the organisation Awareness of organisational access KPI's such as NEAT
3. Strong organisational skills and ability to work in a positive and professional manner
4. Sound communication and interpersonal skills. An ability to relate well to patients, families and other members of the interdisciplinary team.
5. Strong customer service focus

Desirable

6. Experience using iPM and Microsoft Excel

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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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