

Position Description

Position Title	Elective Surgery Liaison Nurse – Alternative Pathways
Position Number	30100069
Division	Clinical Operations
Department	Patient Services
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Registered Nurse Grade 3B
Classification Code	YU11
Reports to	Patient Services – Nurse Unit Manager
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 • 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 Elective Liaison Nurse – Alternative Pathways plays a critical role in improving access to surgical services for patients facing barriers within traditional pathways. This role focuses on facilitating equitable and culturally safe care for priority populations including:

- First Nations people
- People living with disabilities
- Individuals with low health literacy
- People from social-economically disadvantaged backgrounds
- Patients with drug and alcohol dependency
- Culturally and Linguistically Diverse (CALD) communities

The Liaison Nurse will ensure patients who require additional support or modified processes receive appropriate assistance throughout their surgical journey, particularly on the day of surgery when accessing interventional suite.

Responsibilities and Accountabilities

Key Responsibilities

Patient Advocacy and Navigation:

- Identify patients who may face challenges navigating standard surgical pathways
- Act as a liaison between patients, surgical teams and support services to ensure seamless care coordination
- Advocate for culturally sensitive and accessible care tailored to individual patient needs.

Care Coordination & Planning

- Develop individualised care plans addressing barriers to surgical access (e.g., mobility needs, language services or transportation issues).
- Coordinate with multidisciplinary teams, including social work, Aboriginal Liaison Officers, Disability Liaison Officers and drug and alcohol support, Language services, Liaison Officers and NDIS coordinators.
- Ensure alternative pathways are in place for patient requiring modified processes on the day of surgery.
- In planning admissions, give consideration to all components of the social model of health that may limit accessibility for the individual and care supports.

Day-of -Surgery Support:

- Provide assistance to patients accessing the interventional suite, including navigation support, emotional reassurance and addressing last-minute barriers.
- Ensuring patients' specific needs (e.g. communication aids, mobility devices, or cultural considerations) are met.

Stakeholder Engagement and Collaboration:

- Build strong relationships with community groups, Aboriginal Health Services, Disability Advocates and other relevant agencies
- Work closely with surgical, anaesthetic, and interventional teams to promote inclusive care models

Education and Training

- Educate healthcare staff on the challenges faced by priority populations and strategies for culturally safe and accessible care
- Contribute to developing protocols and training programs focused on equity in elective surgical services.

Quality Improvement and Data Monitoring

- Track patient outcomes and barriers to care, contributing to data collection on access equity
- Participate in quality improvement initiatives aimed at reducing disparities in elective surgery access.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Registered Nurse with a minimum of 3 years' experience
2. Significant experience in perioperative care, care coordination or community health.
3. Demonstrated understanding of the challenges faced by priority populations when accessing health care.
4. Strong advocacy, communication and problem-solving skills whilst maintaining relationships with key staff
5. Ability to work collaboratively across multidisciplinary teams and community services

Desirable

6. Experience working with First Nations communities, people living with disabilities, or individuals with complex psychosocial needs
7. Training in cultural safety, disability support or trauma-informed care.
8. Knowledge of relevant policies and guidelines regarding healthcare equity and access

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.