

Position Description

Position Title	Elective Surgery Liaison Nurse – Alternative Pathways
Position Number	
Division	Clinical Operations
Department	Surgical Services
Enterprise Agreement	Nurses and Midwives (Victorian Public Health Sector) 9Single 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

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

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

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's (including an Early Parenting Centre) areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment covering the Loddon Mallee region. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Patient Services Team

The team is part of Bendigo Health's Surgical Services Department.

The team supports nursing and medical staff by providing daily clerical support for the management of patients coming into Bendigo Health for Elective Surgery. The team provides support and information to patients being admitted who, in many cases are concerned and unsure of hospital environments and may have coinciding other appointments relating to this scheduled surgery.

Patient Services comprises of the following areas:

Bookings - for all elective admission bookings, bed allocation for elective and emergency patients, theatre session allocations and the public waiting list

Admissions - to process the admission documentation of all elective and non-elective patients not requiring treatment in the Emergency Department

Pre-operative clinic - responsible for the pre-operative assessment of public patients who fit within a pre-determined criteria and includes pre-anaesthetic clinic.

The Position

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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 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

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.

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.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. 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.

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.