

POSITION DESCRIPTION

Position Title:	Bed Coordinator
Business Unit/Department:	Bed Coordinator
Division:	Access & Patient Flow
Award/Agreement:	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Bank RN Grade 4B Year 1 (RN35)
Reports To:	Operations Manager (Access and Patient Flow)
Direct Reports:	N/A
Date:	25 March 2026

Position Purpose
<p>The Bed Coordinator is responsible for the coordination of all Western Health Hospital admissions, ensuring appropriate bed utilisation within the context of 'Best Care' at Western Health.</p> <p>The Bed Coordinator reports through to the Operations Manager, Access and Patient Flow in hours at Sunshine Hospital and communicates and reports to the Clinical Hospital Coordinator at Sunshine afterhours and communicates with the Clinical Hospital Coordinators across other Western Health sites to ensure timely, safe informed patient allocation on a shift-by-shift basis. The Bed Coordinator is primarily responsible for the allocation of beds for emergency, Intensive Care and theatre, elective, non-planned patient admissions across all sites.</p> <p>The Bed Coordinator is responsive to Access demand across all sites, facilitating patient flow and the monitoring and escalation of organisational performance</p> <p>Collaboration with internal and external multidisciplinary teams is essential to the role, demonstrating leadership and an ability to undertake immediate strategic access management when and as demand changes.</p> <p>The Bed Coordinator provides leadership in coordinating patient flow, assessing critical situations, initiating solutions and activating emergency contingency plans in conjunction with the Operations Manager, Access and Patient Flow /Clinical Hospital Coordinators.</p>
Business Unit Overview
<p>The Access and Patient Flow program is responsible for the management of the resources and activities that support and improve safe and timely care across the whole of Western Health. This includes strategic</p>

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planning and daily operations for patient access, patient flow, demand management and bed modelling across Western Health.

Key Responsibilities

- Proactively monitor emergency access requirements to identify early triggers and implement strategies and further escalation to the appropriate personnel.
- Liaison with wards and departments to improve systems and processes for clinical teams to better meet patients' needs effectively and efficiently.
- Provide roster and a staffing support across JKWC's including ambulatory setting in collaboration with the management team (Divisional Director, Director of Maternity Services, Operations Manager and Unit Managers) to ensure that the dynamic needs of the Maternity service are met.
- Liaise with Medical staff and external agencies to facilitate Direct patient admissions and transfers
- Ensure patients are not compromised in the event of acute bed shortages.
- Ongoing evaluation of performance against the organisational KPI's pertaining to ED and elective access.
- Appropriate and timely escalation of all operational issues to CHC/Operations Manager Access and Patient Flow/WH Director Access & Patient Flow.
- Maintain communication with ED Nurse in Charge, Nurse Unit Managers/ Maternity Unit Managers (or delegate) in relation to the management of timely patient allocation or transfer.
- Ability to recognise, communicate and escalate patterns and predictability of emergency arrivals and admissions by time of day and day of week.
- Communication and liaison when required with Ambulance Victoria in matters relating to patient flow through the Emergency Department.
- Ensure the appropriate allocation of patients to beds according to clinical priority, time targets and consideration to promoting home wards as delegated
- Proactively manage patient flow through the ED by continuous monitoring of EMR First Net, expediting obstacles and providing visibility for corrective action to prevent access block and assist the organisation in meeting KPI's.
- Proactively monitor maternity activity to identify early triggers and implement strategies to facilitate timely care.
- Escalate ED/Ward patient access delays to the CHC/Operations Manager Access and Patient Flow/WH Director Access & Patient Flow.
- Identify and escalate system wide barriers that impact patient flow, initiate possible solutions in conjunction with key stakeholders
- Respond to internal access/AV escalation processes as required
- Review hospital occupancy levels in the context of demand and initiation of specific escalation where required by liaising with the Operations Manager, Access and Patient Flow/Clinical Hospital Coordinators/WH Director Access & Patient Flow
- Support organisational initiatives of communication
- Seek feedback and actively provide feedback to staff within the WH values.
- Responsibility for collecting and collating data as required, assessing and assisting in reporting related activities where appropriate.
- Effectively manage and be accountable for designated portfolios and projects as required by Operations Manager, Access and Patient Flow
- Feedback information from own participation in seminars and conferences to Access team.
- Provide Support to the Operations Manager, Access and Patient Flow/Clinical Hospital Coordinators as requested and/or as required
- Perform the role of the site incident commander and attendance at codes as directed by Clinical Hospital Coordinators

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

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- Executive Directors
- Divisional Directors
- Director/s of Nursing & Midwifery
- Operations Managers
- Operations Manager, Access and Patient Flow
- Clinical Hospital Coordinators
- Nurse Unit Managers, Midwife Unit Managers and Clinical Nursing & Midwifery staff
- ED Staff
- Medical Staff
- Subacute and Non acute Assessment and Pathways (SNAP) Access Coordinator
- Non-Clinical support staff
- Allied health staff
- Radiology & Pathology staff
- Infection & Prevention staff
- OH&S staff

External:

- Access staff at other hospitals
- Ambulance Victoria
- Adult Retrieval Victoria / PIPER

Selection Criteria

Essential

- Eligible for registration as a Registered Nurse/Midwife with APRHA and hold a current practising certificate with a minimum of 4 years' experience
- Previous experience working as an ANUM or NUM level
- Strong interpersonal and communication skills
- Demonstrated ability to problem solve with a high level of critical thinking
- Demonstrated ability to work within a multidisciplinary team and autonomously.
- Promote team work and builds team spirit by modelling leadership and team behaviours.
- Effective time management and organisational skills.
- Positive attitude and commitment to the organisation with demonstrated behaviours that reflect the organisation's values.
- Ability to work well under pressure and be flexible to changing priorities and environment
- A post-graduate qualification in health or working towards
- Competent in Microsoft word, excel and computer systems

Desirable

- Knowledge of:
 - Existing systems and processes that support movement of patients through the emergency department and acute care system
 - Access and discharge planning processes
 - Current issues with respect to patient access, emergency and elective demand
 - Demand and capacity management and principles of efficient and effective patient flow
- System wide thinking processes

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment

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- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- 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 Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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