

POSITION DESCRIPTION

Position Title:	Clinical Hospital Coordinator
Business Unit/Department:	Bed Coordinator
Division:	Access and 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 Prepared/Updated:	25 March 2026

Position Purpose

The Clinical Hospital Coordinator (CHC) is responsible for the coordination, supervision, and operations of the hospital across the 24-hour period including the management of business continuity and emergency situations. Supported by the Operations Manager, Access and Patient Flow, the CHC is responsible for ensuring that systems and processes are in place and acted upon to provide the safe delivery of timely patient treatment and care and the coordination of patient flow within their site of operations and across Western Health to facilitate timely patient access and discharge.

Day to day the CHC will work with clinical and management staff to ensure hospital patient access strategies are responsive to changing patient demand. In the afterhours setting the CHC is the senior nurse on site and is responsible for nursing/midwifery leadership and the promotion of nursing and midwifery standards.

Business Unit Overview

The Directorate of Operations is charged with providing significant amounts of Western Health patient care including support services, clinical services across acute, subacute, mental health, alcohol and drug, custodial health and community-based settings. The directorate has a diverse range of portfolios that will continue to grow and expand.

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

Key Responsibilities

- Attend Daily Operating System, ED and Maternity Huddles and demonstrates effective communication and negotiation skills to achieve organisational imperatives

Our Vision

Together, Caring for the West
 Patients – Employees – Community – Environment

- Proactively monitor emergency access requirements to identify early triggers and implement strategies and further escalation to the appropriate personnel.
- Takes a lead role with wards and departments to support and coach nurses and members of the healthcare team improve systems and processes in order for clinical teams to effectively manage patient care, patient complexity and the progression of care
- Build relationships with staff, peers, and colleagues to facilitate interdisciplinary communication and planning to meet and/or improve patient outcomes, including discharge planning
- Support staff and act as a resource for staff to escalate signs of deterioration, providing education, advice and /or assistance to ensure the delivery of high-quality patient care
- Proactively manage Critical Care (ICU/HDU & Coronary Care) capacity and facilitate transfers in and out of units as required
- Lead and manages emergency and critical incidents in the hospital in consultation with the Operations Manager, Access and Patient Flow in hours and the Director on call afterhours
- Appropriate and timely escalation of all hospital and operational issues to the appropriate personnel
- Communication and liaison with Ambulance Victoria in matters relating to patient flow through the Emergency Department.
- Act as primary liaison with emergency services, radiology/pathology/IT/engineering as required to resolve operational issues, particularly after hours.
- Provide guidance and support to staff following patient/staff incidents facilitating debriefings when necessary
- Ensure the nursing vacancies procedure is adhered to when arranging nursing staff after hours
- Ensure adverse events forms are completed and appropriate action taken in the event of an adverse event as per policy
- Communicate clearly, succinctly, and effectively when handing over and writing reports
- Seek feedback and actively provide feedback to staff after hours to facilitate a positive culture within the WH values
- Keep team members focused when under pressure through role modelling a calm approach, adopting a positive outlook, or offering support where necessary
- Orientate new staff to the Clinical Hospital Coordinator / Bed Coordinator role with support from Operations Manager, Access and Patient Flow
- Liaise with patients and visitors to address concerns and complaints and communicate unresolved complaints to Patient Representative Office
- To 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 to facilitate service improvements
- Analysis and evaluation of elective access performance as per KPIs
- Identify opportunities for systematic improvement and act to implement and evaluate strategies
- Oversee hospital operations to ensure optimal patient flow and monitoring of key operational performance indicators and timely escalation of all operational issues to the appropriate personnel
- Proactively manage (assist the Bed Coordinator - Sunshine Campus) with patient flow through the Emergency Department by expediting obstacles and or patient/system delays and providing visibility for corrective action to prevent access block and assist the organisation in meeting KPI's
- Proactively monitor maternity patient flow (Sunshine Campus) to identify early triggers and implement strategies to facilitate timely care

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:

- Executive Directors
- Divisional Directors
- Director/s of Nursing & Midwifery
- Operations Managers

Our Vision

Together, Caring for the West
 Patients – Employees – Community – Environment

- Operations Manager, Access and Patient Flow
- Clinical Hospital Coordinators
- Bed Coordinators (Sunshine Campus)
- 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
- Nonclinical support staff
- Radiology and Pathology staff
- Infection & Prevention staff
- OH&S staff
- Nursing & Midwifery Workforce Unit
- Medical Workforce Unit
- Health Support Services

External:

- Patients and their significant others
- Community service providers
- Other healthcare networks and service providers
- Nursing & Midwifery Staff Agencies
- Medical Staff Agencies
- Access/CHC staff at other Campuses & Hospitals
- Ambulance Victoria
- Adult Retrieval Victoria / PIPER

Selection Criteria

Essential:

- Eligible for registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse
- Minimum of 5yrs clinical experience in an acute hospital setting.
- Strong clinical background in the acute health sector with strong professional identity
- Previous experience working as an ANUM or NUM level
- Demonstrated leadership skills including:
 - Effective organisational and interpersonal skills, with proven communication and negotiation skills
 - Proven ability to make timely, accurate and informed decisions in a pressured environment
 - Proven ability to manage themselves and others in complex situations
 - Demonstrated ability to problem solve and confront issues
 - Demonstrated ability to work effectively in a team, and provide support to medical, nursing, allied health and a range of other staff including non-clinical support services
 - Willingness to embrace change and a proven ability to facilitate and manage the change processes
 - Demonstrated ability to engage and inspire staff to achieve commonly held goals, through coaching and mentoring
- Positive attitude and commitment to the organisation with demonstrated behaviors that reflect the organisation's values
- Ability to work well under pressure and be flexible to changing priorities and environment
- Competent in Microsoft word, Excel and other computer systems and a willingness to embrace information technology
- ALS certification with a registered Australian provider, to work at the Bacchus Marsh site

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

Our Vision

Together, Caring for the West
 Patients – Employees – Community – Environment

- 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
- Evidence of relevant post graduate studies (or working towards) in critical care or management

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
- 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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- 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 and 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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: _____

Our Vision

Together, Caring for the West
 Patients – Employees – Community – Environment