POSITION DESCRIPTION – Alfred Health/The Alfred/Caulfield Hospital/Sandringham Hospital

Date revised: December 2010

POSITION: Bed Access Unit Manager, Caulfield Hospital

AWARD/AGREEMENT: Nursing Victorian Public Sector Multiple Business Agreement 2007 - 2011

CLASSIFICATION TITLE: Registered Nurse, Grade 4B

DEPARTMENT/UNIT: Bed Access Unit

CLINICAL PROGRAM: Rehabilitation, Aged and Community Care

DIVISION: Operations

ACCOUNTABLE TO: Clinical Service Director – Rehabilitation & TCP

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities:

The Alfred is a major tertiary referral teaching hospital and provides a number of state-wide services.

Caulfield Hospital is a provider of a range of specialty services in the areas of community services, rehabilitation, aged care, residential care and aged mental health.

Sandringham Hospital has a strong focus on meeting the health needs of the local community.

Further information about Alfred Health is available at www.alfredhealth.org.au

DEPARTMENT

Rehabilitation, Aged and Community Care (RACC) operates within an integrated service system under the governance of Alfred Health. Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and incorporates The Alfred, Caulfield Hospital and Sandringham Hospital.

Caulfield Hospital (CH) is a major service provider in the areas of aged care, rehabilitation, aged psychiatry and residential care. The hospital is a designated Centre Promoting Health Independence established to provide an integrated range of specialist assessment and treatment options for older and younger people with complex needs. These services are provided in hospital, in the community and at home.

Caulfield Hospital also has a state-wide role in the provision of some specialist rehabilitation services to people throughout Victoria. In addition, the Caulfield Community Health Service is located at Caulfield Hospital and provides a range of primary care services for residents in the local area.
CH is a formal training centre for Monash University medical students and has strong links with LaTrobe University and the University of Melbourne. CH facilitates specialised postgraduate training in Aged Care, Rehabilitation and Aged Psychiatry.

POSITION SUMMARY

The Bed Access Unit Manager is a health professional with advanced clinical skills and extensive assessment experience. The Bed Access Unit Manager aims to provide an accessible, effective and efficient service to all CH consumers by ensuring appropriate referrals are accepted for the service and other referrals are re-directed to the most relevant other service provider. The Bed Access Unit Manager provides a pivotal role in provision of general information to the community and facilitates access to a range of hospital and community services.

The Bed Access Unit Manager assumes responsibility for the process and sequencing both planned and unplanned patient admissions into available beds in Aged Care and Rehabilitation and to the Transition Care Program located on site and in partner facilities. The Bed Access Unit Manager liaises extensively with incoming patients, medical, nursing and waiting list staff to ensure the optimal and most efficient use of available resources.

KEY RESPONSIBILITIES

1. Bed Assignment Responsibilities

Optimise Bed Utilisation within Caulfield Hospital by:

- Monitoring the number of available beds in the hospital utilising computerised information and engaging in effective liaison with appropriate personnel.
- Sequencing the admission of all inpatients and prospective inpatients into the available beds on the basis of medical need and agreed unit admission criteria.
- Overseeing, facilitating and/or coordinating the smooth process of all inter ward (unit) hospital transfers.
- Maintain an overview of all patient and bed movements, in line with predetermined targets.
- Implementing protocols and policies with respect to bed management.
- Providing extensive daily, weekly and monthly reports with regard to all issues affecting the optimal administration of beds including target status.
- Establishing and maintaining a database for patients awaiting transfer and those transferred to Caulfield Hospital.
- Liaising with the Aged Care Service at The Alfred and Sandringham Hospitals. This includes active participation in service delivery and data collection.
- Acting as a clinical resource to staff to identify suitable patients for transfer to Caulfield Hospital. Work with clinical staff to establish protocols and guidelines to ensure timely transfer of patients in light of their clinical condition.
- Monitoring the timely transfer of patients to and from the Alfred Hospital in accordance with the service agreement monthly whilst working in close consultation with liaison staff within the Alfred Hospital.
- Liaising with the Emergency Department for transfers to appropriate beds at Caulfield Hospital.
- Monitoring and reporting any ongoing problems with admissions.
- Support and liaise closely with the After Hours Nursing Coordinators who manage the Beds Access Service after hours.
2. **Client/Carer Responsibilities:**

Provide quality outcomes to consumers *by*:

- Providing a positive, responsive and accessible first point of contact.
- Accepting and triaging referrals from any source (usually by telephone.)
- Providing urgent intervention and care planning at the point of intake in crisis situations where the client may be in some risk or the current care plan breaks down.
- Assisting clients and carers in facilitating access to hospital services/local community supports and residential care.
- Maintaining client/carer confidentiality (unless contra-indicated).

3. **Education and Professional Development Responsibilities**

Contribute to staff training and professional development needs *by*:

- Actively participating in the education and orientation of undergraduate and graduate health care students.
- Participating in relevant internal and external staff development programs.
- Promoting research through personal initiative, participation in other projects and/or assistance with data collection.
- Maintaining an understanding and knowledge of current aged care issues and health care policy and their implications and contribute to policy development.
- Participating in the staff self-appraisal program on an annual basis, or as required.

4. **Community Responsibilities:**

Provide a responsive and co-operative service to the community *by*:

- Providing a consistent and accessible first point of contact.
- Establishing collaborative working relationships with general practitioners and specialist doctors through the referral/information process.
- Setting the foundations for a relationship between Caulfield Hospital and service providers by accepting appropriate referrals, problem solving and providing general information in a positive and supportive manner.

5. **Administrative Responsibilities**

Contribute to the effective and efficient running of the service *by*:

- Undertaking administrative tasks as required.
- Maintaining appropriate and accurate records of client and other relevant contacts.
- Ensuring all intake information/advice given or information is recorded.
- Collecting and recording statistical data.

6. **Occupational Health and Safety**

6.1 Work safely *by*:

- Understanding safety hazards
- Participating in relevant safety training
- Wearing and/or using protective clothing and/or equipment provided by the Hospital where appropriate
- Seeking clarification on safety matters where uncertain
7. Other

7.1 Display commitment to supporting a discrimination and harassment free work environment by:

- respecting equally the contribution and perspective of all staff
- ensuring communication, interaction and behaviour towards staff and customers, is free from unlawful discrimination or harassment
- acting in accordance with the provisions and spirit of the Victorian Equal Employment Opportunity Act (1995)

7.2 Perform other duties as required from time to time.

7.3 Research activities will be undertaken commensurate with the role.

KEY CAPABILITIES AND VALUES:

Capabilities

- Demonstrates 'systems thinking'; appreciates how one issue may be part of a larger system or process. Anticipates potential problems and pre-empts required actions.
- Communicates authoritatively, clearly & succinctly when speaking or writing. Anticipates the needs of an audience and where appropriate, checks to ensure that communication is understood.
- Effectively influences others and gains their willing cooperation, negotiates effectively. Proactively addresses conflict and resolves issues constructively using tact and diplomacy.
- Fosters an environment of teamwork and cooperation. Role models consideration, tolerance and respect for others views. Pays attention to the people issues, not just tasks or results.
- Actively ensures the achievement of key outcomes within own area of accountability. Takes the initiative to address problems and issues.

Values

- Values that are consistent with those of Alfred Health which are: integrity, accountability, collaboration and knowledge.

QUALIFICATIONS/EXPERIENCE REQUIRED

Knowledge:

- Qualifications/current Victorian registration as Registered Nurse (essential)
- Extensive clinical practice in Aged Care/Rehabilitation (essential)
- Experience and knowledge of computer software and hardware including Windows and Microsoft Word & Excel (essential)
- Post Graduate Qualifications in Management, Aged Care, Psychiatry, Rehabilitation and/or Community Health desirable
- Experience within community based health care settings (advantageous)
Skills:

- Ability to undertake a preliminary assessment on the telephone using evaluative and interpretive expertise and extensive information collection to determine the most appropriate response. *(essential)*
- Ability to accurately record information given by referrers onto the intake screening tool. *(essential)*
- Ability to resolve conflict and manage complex dynamics throughout the intake process. *(essential)*
- Ability to work collaboratively with a range of CH staff, other hospital staff, community agencies, government and non-government agencies to identify and most optimal care plan for clients and carers. *(essential)*
- Excellent written, verbal and telephone communication skills. *(essential)*
- Demonstrated ability to make decisions under pressure. *(essential)*
- Ability to work effectively as a member of an inter-disciplinary team. *(essential)*
- Exceptional organisational/time management skills. *(essential)*
- Ability to maintain professional standards and to evaluate your personal professional practice. *(essential)*
- Ability to speak a second language relevant to client base *(advantageous.)*

Position Description authorised by: Director of Nursing & Site Coordination, Caulfield Hospital

Date: 1st December November 2010
Staff member signature:...........................................