

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence, and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Surgical Liaison Nurse [SLN]
Business Unit/Division:	People & Culture
Award Agreement:	Nursing
Classification:	ZF4, ZJ4
Employment Type:	Temporary Part Time to 5/3/27 at 0.5 EFT
Reports to:	Planned Surgery Access Manager
Date Prepared/Updated:	07/08/2026

General Role Statement:

The Surgical Liaison Nurse (SLN) will primarily be responsible for the maintenance and provision of clinical review of the patients awaiting planned (elective) surgery and booking of theatre sessions in accordance with the Planned Surgery Access policy.

ROLE STATEMENT

The Planned (Elective) Surgery Liaison Nurse (SLN) is responsible for managing the Northern Health Planned Surgery Preparation (waiting) List, in accordance with the Planned Surgery Access Policy (Victoria State Government 2024).

This role will be responsible for prioritising and managing the patient care required pre-operatively, booking of planned surgery theatre lists, preparation list audits and management, and problem solving to ensure that time critical patients are cared for in a timely way.

This position is responsible for:

- Manage clinical aspects of patients on the planned surgery preparation list in an efficient, transparent, and patient focussed manner in accordance with NH policies and procedure and DOH Planned Surgery Access Policy (PSAP).
- Ensure a strong patient focus, which educates the patient and carer of admission requirements and discharge planning.
- Ensure patients receive written information in an appropriate and accessible format.
- Monitor category 1,2 & 3 patients ensuring all are treated within their designated DOH timeframes.
- Develop and implement management plans for planned surgery preparation list patients in consultation with: Consultants, Registrars, Planned Surgery Access Manager, bookings clerks and other services as required to ensure best outcomes for patients waiting for planned surgery.
- Identify and case manage complex patients to ensure optimal health and timely access for their procedure.
- Liaise with Head of Unit to determine suitable dates for planned surgery or rebook patients in a safe and timely manner.
- Actively manage all planned surgery patients both ready for care and not ready for care.
- Anticipate and escalate waiting list issues in advance to relevant medical teams/managers for resolution.
- Participate in the development, implementation and evaluation of planned preparation list strategies.
- The liaison nurse will assist in the coordination of the theatre schedule to ensure patients are treated equitably within appropriate clinical timeframes and urgent clinical needs while ensuring threat in turn rules principles is applied.

- Escalate to appropriate managers should treatment or prioritisation appears out of line with Planned Surgery Access Policy.
- Schedule patients for surgery with consideration to bed resources across the Northern Health.
- Schedule patients for surgery whilst maximising theatre utilisation across the Northern Health.
- Monitor elective surgery cancellations and arrange appropriate follow up.
- To coordinate and organise any necessary pre-operative investigations or interventions.
- Coordinate timely feedback when required to allocated units regarding elective surgery.
- At times may be required to manage vacant theatre sessions to maximise theatre utilisation in accordance with hospital activity.
- Conduct waiting list audits in line with Planned Surgery Access Policy to ensure and maintain accurate Northern Health planned surgery preparation list.
- May be required to attend allocated outpatients' clinic including speciality clinics or preadmission clinics.
- Support the Planned Surgery Access Manager in quality improvement and assurance audits and profiles
- Leave cover for other liaison nurse roles.
- When required the planned surgery liaison nurse may also be delegated planned surgery management responsibilities.
- Liaise with Anaesthetic Department to ensure patients are optimally prepared for surgery in the absence of a PAC clinic.
- Provide leave coverage for Preadmission Clinic nurse as required.

Improving Performance

- Will attend and actively contribute at relevant meetings and committees.
- Analyse and evaluate data and compile statistical reports when required.
- Analyse and evaluate data and compile statistical reports to gauge effectiveness of position.
- Undertake activities as directed by the Planned Surgery Access Manager in partnership with the Operations Director of Surgery
- Monitor and review all Riskman incidents.
- Supervision, direction, and support of theatre booking clerical staff.
- Act as resource for all staff.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government

and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza and Covid-19.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Work in collaboration with the medical staff to ensure correct date selection of elective surgery patients.
- Work with other Surgical Liaison Nurses to support and cover portfolios at time of planned and unplanned leave, taking direction from line manager and initiate own assistance to others when required
- Provide support and liaise with the pre-admission service to ensure patients receive the best outcome
- Assist the triage process of the health questionnaire to ensure patients are appropriately referred to the pre-admission clinic
- Develop and implement Clinical Pathways, protocols and education material that promote a planned, co-ordinated approach to patient care whilst achieving identified patient outcomes

Strategic and Project Management Leadership

- Utilise opportunities for research to inform standards of care and quality improvement projects.
- Contribute to quality improvement through participating in quality activities and projects.
- Contribute to the development of clinical care standards and nursing policies, procedures and protocols.
- Undertake professional development to enable the provision of excellent health care, including completion of mandatory training.

Organisation-Wide Contribution

- Monitor the Portfolios productivity and performance through appropriate efficiency indices *e.g., Meeting Category 1,2,3 surgical times, waitlist auditing, and review dates of deferments, monitoring and reducing Hospital Initiated Postponements and Patient Initiated Postponements.*
- Identify potential of actual barriers to patient flow and manage accordingly.
- Appropriately and promptly escalate all issues of concern.
- Develop and implement patient flow initiatives and ensure a standardised booking approach
- Facilitate and participate in team communication and decision-making strategies that support the Unit's and organisation's objectives.
- Participate in quality assurance audits and data integrity audits
- Comply with all the By-Laws, Regulations and Policies that are in place at Northern Health
- Undertake all mandatory training as required
- Contribute to improving patient safety and maintain Northern Health's accreditation status by being familiar with the National Safety and Quality Standards and Criteria
- Ensure patient incidents are recorded on Riskman, appropriately investigated, and corrective actions taken where required.
- Follow the guidelines provide in the Code of Conduct for staff of Northern Health

Diversity and Inclusion

- Commit to the principles of Person-Centred Care and to embedding these principles in all elements of service provision.
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan.

- Promote a physical and psychosocial environment which promotes the safety and wellness of staff.
- Contribute toward the promotion of a friendly and cooperative work environment.
- Interact professionally and positively with all staff, patients and families, and visitors avoiding any personal bias or intolerance
- Ability to communicate effectively and appropriately with all staff, patients and families, including those of diverse cultural and language backgrounds

Innovation and Culture Change

- Remain active, engaged and responsive to organisations needs
- Develop strategies to meet identified learning needs
- Ensure the vision, purpose and values of the organisation is understood and integrated into daily practice
- Demonstrate commitment to organisational change
- Continuously evaluate system and process efficiency and improvement opportunities
- Promote a unit culture of optimism, innovation, encouragement, learning and creativity.

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Registered Nurse with a current licence to practice from the Australian health practitioner regulation agency (APHRA)
- At least 5 years post graduate experience in acute surgery/theatre/critical care setting
- Clinical Nurse Specialist with demonstrated knowledge and practice in surgical and peri-operative patients services
- Demonstrated clinical case management co-ordination experience or skills which would enable exceptional patient case management
- The ability to work in a multidisciplinary health team.
- Effective organisation, time management and delegation skills
- Demonstrate excellent interpersonal, communication and negotiation skills

Desirable

- Postgraduate experience in surgery, theatre, ICU, ED are highly regarded
- Experience in coordinator, ANUM, educator roles
- Post graduate qualifications relevant to the position and/or leadership and management
- Knowledge of iPM, Clinical Patient Folder (CPF), Electronic medical records (EMR)
- An understanding of ESIS, case mix and funding models

Knowledge, Skills and Behaviours

- Demonstrated high level written and verbal communication skills
- Possess advanced negotiation and interpersonal skills.
- Demonstrated ability to practice collaboratively as a part of the multidisciplinary health care team
- Advanced assessment, problem solving, critical thinking, time management and organisational skills
- Demonstrated ability to be innovative, resourceful, and adaptive to change
- Demonstrated an understanding of the principles of waiting list management
- Ability to work autonomously and as a part of a team
- Computer literacy, especially Healthsmart, Microsoft Word, Microsoft Excel, and Outlook

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: