

Position Description

Position Title:	Intake Referral Nurse - Specialist Consulting Suites
Reports to:	Nurse Unit Manager - Specialist Consulting Suites
Department:	Specialist Consulting Suites
Directorate:	Clinical Operations
Cost centre:	C0002
Code & classification:	Clinical Specialist (YS9)
Employment conditions:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Intake Referral Nurse is a liaison role. Work focuses on assisting relevant stakeholders who are experiencing delays in accessing outpatient appointments, encouraging use of e-referral forms and developing links with GP's to access useful information about outpatients (for example; transparency of urgency ratings assigned, approximate waiting time expected for first appointments, and auditing of waiting list numbers, etc). The Intake Referral Nurse will also work on compliance monitoring on the use of the Department of Health State-wide Referral Criteria as well as local referral criteria, Access & Discharge Policies, along with updating of relevant clinic information and GP database entries.

The Intake Nurse is responsible for a high level of skill demonstrated in clinical decision-making – in particular in problem identification and solution and analysis and interpretation of clinical data.

The professional behaviour of an Intake Nurse is inclusive of being a positive role model acting as a mentor /preceptor to less experienced nurses and as a resource person to others in relation to clinical practice.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Process intake referrals for relevant clinical stream area (such as Orthopaedic, Surgical, Medical, Rheumatology, Paediatrics, Medical, Rheumatology, Women's Health etc).
- Monitor clinic template and waiting list for relevant clinical stream
- Monitor KPI'S for the waiting list ensuring Category One patients are seen in 30 days of receipt of referral to relevant clinical stream
- Monitor compliance on the use of the State-Wide Referral Criteria
- Provide analysis and interpretation of data

- Maintain accurate data collection in iPM including reporting systems and assisting in auditing of waiting lists as required
- Encourage use of e-referral forms (Sent/BPAC) and develop links with GP's to access useful information about outpatients
- Assist with general running of Specialist Clinics, assisting in processing ward bookings and carrying out duties as per the relevant duty routines including working in the clinics if required.
- Participate in the development and review of clinical guidelines related to specific unit/department
- Act as a positive role model to less experienced nursing/midwifery staff by maintaining a high level of clinical skill and performing nursing/midwife duties in a professional manner
- Participate in weekly BUZZ meetings and monthly ward meetings.
- Identify practice problems and utilise resources to address practice issues through research or quality improvement processes.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse.

Essential:

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Broad postgraduate clinical experience including minimum 3 years clinical experience in paediatrics, medical, rheumatology, surgical, orthopaedic or cardiology.
- Current or recent knowledge and experience in the planning, implementation and evaluation of outpatient management initiatives
- Excellent interpersonal, written and communication skills, including computer literacy and the ability to produce well-written reports
- The ability to work collaboratively as an individual practitioner within an interdisciplinary team environment including the ability to initiate and maintain effective professional relationships
- Proven organisational and time management skills with an ability to prioritise and coordinate a diverse workload.
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

Desirable:

- Understanding of data entry and patient scheduling systems (iPM, VINAH)
- Previous experience working in the outpatient clinics

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Registration is maintained and working within scope of practice
- Work towards achieving department KPI's for Urgent and Routine appointments.
- Maintain waiting list for appropriate clinic
- Attendance and active participation in meetings as required

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
 - Development and maintaining of collaborative relationships with all other teams and professionals;
 - This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
 - Maintain a safe working environment for yourself, your colleagues and members of the public;
 - Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
 - Contribute to organisational quality and safety initiatives;
 - Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
 - Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
 - Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
 - Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
 - Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
 - Comply with the principles of patient and family centred care;
 - Not smoke or vape on GV Health premises;
 - Comply with immunisation requirements as per the Department of Health Victoria;
 - Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.
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ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Directorate Clinical Operations	Position Title: Intake Referral Nurse – Specialist Consulting Suites
Reviewed by:	Nurse Unit Manager - Specialist Consulting Suites
Issue Date:	March 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)