

# Position Description

<b>Position Title:</b>	Registered Nurse - Patient Flow and Access Unit
<b>Reports to:</b>	Nurse Unit Manager - Patient Flow and Access Unit
<b>Department:</b>	Patient Flow and Access Unit
<b>Directorate:</b>	Clinical Operations
<b>Cost centre:</b>	A5255
<b>Code &amp; classification:</b>	Registered Nurse Grade 2 (YP2-YP9)
<b>Employment conditions:</b>	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)

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**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).

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## POSITION SUMMARY

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The Patient Flow and Access Unit (PFAU) forms the governance structure for centralised flow and access activities, with an operational unit consisting of two functional zones: four PFAU flexible care beds and the Transit Lounge. The patient cohort includes those being discharged, patients transitioning from the Emergency Department and/or the Critical Care Unit into ward beds and patients who require direct admission to inpatient beds.

The PFAU flexible beds operate from 0830-1700 7 days per week whilst the Transit Lounge operates from 0800-1700 on weekdays. The PFAU Registered Nurse is responsible for bedside nursing care for patients occupying the flexible care beds. The Registered Nurse may also support other functional areas to achieve goals as they pertain to the PFAU.

The Registered Nurse is responsible for providing safe and quality care to this cohort of patients recognising that some patients are well and ready for discharge, however, some may also have the potential for deterioration as they await a ward bed. The Registered Nurse will be confident with performing patient observations and assessments, escalation of care processes as well as having strong communication skills. The Registered Nurse will also be confident in guiding patient care based on clinical experience.

At times, the Registered Nurse may support patient flow and access initiatives to assist the hospital in achieving standardisation, process improvement and coordinated patient movement. The Registered Nurse must work well within a multi-disciplinary team.

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## **RESPONSIBILITIES AND DUTIES**

**The following duties are inclusive of but not limited to**

- Provide quality and safe clinical care for consumers admitted to the PFAU.
- Support improvement projects to enhance patient flow and access.
- Ensure effective admission to and movement through PFAU to support daily smooth patient flow.
- Develop a comprehensive understanding of the National Safety and Quality Health Service Standards.
- Maintains effective open channels of communication with patients/clients, hospital visitors, nursing colleagues, the multi-disciplinary health care team and the affiliated external institutions.
- Acts as a professional role model for inexperienced and other staff.
- Participates in the development and review of clinical guidelines related to specific unit/department.
- Within the limits of experience, act as a professional and clinical resource facilitator in all areas relating to the unit/organisation, utilising techniques including but not limited to consultation, information sharing, education, advocacy and referral.
- Participates as directed in GV Health Quality Improvement programs and project management to ensure achievement of best practice standards.
- Participates in monthly ward meetings nursing division meetings.
- Maintains accurate data collection in data systems relevant to unit/department, including but not limited to patient systems (e.g. iPM), including reporting systems and projects as required.
- Assists in the analysis of data relevant to the unit/department.
- Assists in the trial/evaluation of new and existing applications and hardware approved by GV Health.
- Completes all relevant documentation.
- Ensure each employee has the right of a safe working environment and is aware of the reporting process for any adverse outcomes.
- Takes reasonable care of their own health and safety, in adherence with GV Health Safe Practice and Environment policies and procedures, and participates in appropriate safety education and evaluation activities.
- Minimises exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.
- Adhere to the policies and procedures as set out in the GV Health Safe Practice and Environment Manual.
- Reports incidents occurring within the unit/department, facilitating corrective or preventative action when required in conjunction with Associate Nurse Unit Manager and Nurse Unit Manager.
- Recommend the replacement and maintenance of furniture, equipment and facilities.

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## **KEY SELECTION CRITERIA**

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

- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse

### **Essential:**

- Minimum 2 years post graduate nursing experience.
- Demonstrated ability to deliver high standard, quality care.
- Strong communication and interpersonal skills, both written and verbal.
- Self-motivated with attention to detail and a willingness to learn new skills.

- Ability to work within a multidisciplinary team and take direction when needed as well as being able to think critically and work autonomously when required.
- Proficiency in using Microsoft suite, hospital-based computer programmes and internet.

**Desirable:**

- Previous experience in medical, surgical or emergency nursing

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**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;
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
- Complete all necessary personal training and continuous learning requirements
- Registration is maintained and working within scope of practice
- Attendance and active participation at meetings as required
- Active participation in the Performance and Development review process]

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**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 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.

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#### **Clinical Operations**

#### **RN Patient Flow and Access Unit**

**Reviewed by:**

Divisional Operational Director Access & Investigative Services

**Issue Date:**

February 2026

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## 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](#)