

Position Description

Position Title:	Endoscopy Nurse Navigator
Reports to:	Planned Surgery Access Unit Manager
Department:	Planned Surgery Access Unit
Directorate:	Clinical Operations
Cost centre:	P0455
Code & classification:	Clinical Nurse Specialist (YS9)
Employment conditions:	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Enterprise Agreement 2024-2028 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

Goulburn Valley Health is one of six regional referral health services in Victoria and serves as the primary referral health service for the Goulburn Valley region. As a Level 4-5 service within the Victorian Perioperative Capability Framework, GV Health provides elective and emergency surgical services to the Greater Shepparton community and surrounding areas, with a catchment population exceeding 120,000 people. Endoscopy services are provided onsite at the Graham Street campus.

The Endoscopy Nurse Navigator reports to the Planned Surgery Access Manager and works collaboratively with the Elective Surgery Access Coordinator to support the coordination, quality, and efficiency of the endoscopy service. The primary focus of the role is the oversight and management of the endoscopy surveillance program and the proactive management of long-wait patients. The Endoscopy Nurse Navigator is responsible for ensuring patients on the planned surgery waiting list for endoscopy procedures receive timely access to care and that delays or risks to wait-time performance are identified and escalated appropriately.

The role is responsible for maintaining effective surveillance, auditing, and reporting processes in accordance with relevant clinical standards, guidelines, and legislative requirements. The Endoscopy Nurse Navigator will coordinate post-procedure follow-up, including review of pathology results in consultation with endoscopists and the provision of nurse-led follow-up clinics where appropriate.

In addition, the role will support the delivery of high-quality, patient-centred care by:

- Monitoring and maintaining compliance with Colonoscopy Clinical Care Standards through regular auditing and reporting.
- Coordinating and accurately triaging surveillance referrals and National Bowel Cancer Screening Program (NBCSP) referrals.
- Ensuring bowel preparation protocols remain aligned with current evidence-based best practice.

- Conducting pre-procedure patient assessments and providing education and support to optimise patient preparedness and experience.
- Supporting continuous quality improvement activities across the endoscopy service.
- Collaborating with multidisciplinary teams to improve patient flow, access, and outcomes.

The Endoscopy Nurse Navigator plays a pivotal role in ensuring safe, timely, and coordinated care for patients requiring endoscopy services, while supporting compliance with clinical standards and service performance objectives

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Coordination of the endoscopy planned waiting list
- Management of the endoscopy surveillance program
- Facilitate effective communication with patients to support patients on the planned endoscopy waiting list
- Ensure efficient surveillance and auditing processes are in place and maintained
- Ensure all patients are followed up post endoscopy and any pathology results discussed with the consultant, conducting nurse-led phone follow up clinics
- Ensure bowel preparation instructions are up to date with best practice and patient assessments prior to endoscopy are completed and education provided
- Ensure all patients are followed up post endoscopy and any pathology results discussed with the consultant, conducting nurse-led phone follow up clinics
- Ensure the Colonoscopy Clinical Standards are maintained completing regular audits and reports.
- Support clinical redesign and change management for new planned surgery care models consistent with the Institute for Healthcare Improvement's (IHI) Model for Improvement
- Participates in education and development programs to enhance new skills
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organization in achieving clinical effectiveness by providing appropriate systems, information or services to clinical areas.

KEY SELECTION CRITERIA

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

- Approved tertiary qualification in Nursing or Allied Health and eligibility for membership of relevant professional association
- Current Australian Health Practitioner Agency (AHPRA) registration (as applicable)

Essential:

- Demonstrated leadership experience in acute health care setting, and proven track record of delivering exceptional patient care and quality service delivery
- High level of interpersonal and communication skills, including the ability to write and deliver comprehensive reports

- Experience in effectively leading new projects or initiatives requiring change management and project management skills
- Demonstrated ability to engage, lead and influence others to work collaboratively and get desired results
- Demonstrated ability to use evidence/data to drive decisions that support new Models of Care
- High level of risk management capability and appreciation of safety and quality requirements in healthcare
- Experience in Planned Surgery and Endoscopy
- Knowledge of relevant Victorian Planned Surgery Access Policy requirements

Desirable:

- Postgraduate qualification
- Experience in using health information systems, reporting tools to data to support audit and service improvement

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful achievement of:**

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain the Planned Surgery Endoscopy waiting list
- Ensure all endoscopy patients have a post procedure plan/follow as required
- 90% attendance and active participation at committees, working groups and meetings
- Ensure clear accountability for quality and safety within the scope of this role
- Ensure that all activities are developed and implemented with the most efficient use of available resources and in line with GV Health's budget and related objective
- Demonstrates 100% compliance with training requirements as outlined in the GV Health Education Framework
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- Active participation in the Performance and Development review process

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

- 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 and maintain all 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;
- Comply with requirements of the 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 Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.

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 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.

Clinical Operations	Endoscopy Nurse Navigator
Reviewed by:	DOD Women, Children & Surgical
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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](#)