

Position Description

Position Title	Liaison Nurse
Position Number	30103005
Division	Clinical Operations
Department	Specialists Clinics
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Registered Nurse G3B
Classification Code	YU11
Reports to	Nurse Unit Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

Specialist Clinics is the referral centre for patients seeking consultation for elective and non-emergency treatment at Bendigo Health's hospital campus as a public patient. Approximately 30,000 patients are seen in the Specialist Clinics annually.

The Liaison Nurse provides efficient and timely access for patients who are referred to Specialist Clinics for consultation. The position provides professional leadership for the nursing team both by direction and role modelling. The Liaison Nurses provide support to the manager in ensuring compliance with DHHS Specialist clinics in Victorian public hospitals – Access Policy.

Responsibilities and Accountabilities

Key Responsibilities

- Responsibility is assumed for the planning and coordination of patients booked for Specialist Clinics appointments in line with relevant policies and procedures
- Ensure timely access for patients to Specialist Clinics appointments in line with the Specialist Clinics Access policy
- Ensure bookings promote effective and efficient time utilisation in clinics
- Liaise with multi-disciplinary team to facilitate timely access for patients to appropriate care
- Monitor referrals for adequate information and liaise with referrers to ensure their patients are referred to the most appropriate clinic in line with state-wide referral criteria
- Provide a point of contact for referrers who require information about Specialist Clinics or who wish to communicate specific additional information about patients
- Provide regular relevant waiting list and clinic reports to manager and other relevant staff
- Assist in driving towards the development and maintenance of a high performance culture through strong leadership

Key Selection Criteria

Essential

1. Registered nurse with a minimum of 3 years experience in an acute setting
2. Demonstrated clinical knowledge and skills in both medical and surgical nursing
3. Good understanding and working knowledge of the Victorian Public Health system; in particular the clinical and quality requirements for care delivery ie: Victorian Public Hospital Access Policy
4. Demonstrated ability to work as part of a multi-disciplinary team, as well as work independently
5. Demonstrated ability to meet KPIs, deadlines, schedules and set goals as required
6. Demonstrably superior interpersonal and negotiation skills with a strong customer focus
7. Demonstrated ability to monitor and evaluate the quality and effectiveness of care delivery, identifying opportunities for improvement in care coordination processes

Desirable

8. Demonstrated understanding of the organisations Health Information Management system at the level required to fulfil the role
9. Previous experience as a liaison nurse in a public or private hospital

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.