

## Position Description

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|------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>Position title:</b> | Pregnancy Clinic Coordinator                                                                                       |
| <b>Department:</b>     | <b>Pregnancy Clinics</b>                                                                                           |
| <b>Classification:</b> | Associate Unit Manager Year 1 - Year 2 (YW11- YW12)                                                                |
| <b>Agreement:</b>      | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028) |
| <b>Reporting to:</b>   | Midwifery Unit Manager – Pregnancy Clinics                                                                         |

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### About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

### Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

### Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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## About the department/unit

The Women's Pregnancy Outpatient Clinic provides comprehensive outpatient maternity care to women and pregnant people throughout pregnancy, including both routine antenatal care and care for pregnancies requiring additional monitoring, assessment and multidisciplinary management. The clinic supports patients with a range of clinical needs and complexities, providing coordinated access to medical, midwifery and allied health services as required. The clinic operates within a multidisciplinary and fast-paced environment, working closely with inpatient maternity services, specialist clinics, diagnostic services and other internal and external healthcare providers to ensure continuity and coordination of care.

## Position purpose

The Pregnancy Clinic Coordinator (PCC) is responsible for the triage and/or coordinates clinical care for women in the antenatal outpatient service. The PCC is responsible for the day-to-day coordination and operational oversight of the Pregnancy Outpatient Clinic, supporting the effective integration of clinical, administrative and patient flow processes. The position provides midwifery expertise and acts as a clinical resource for the multidisciplinary team to assist in the coordination and the timely delivery of safe, efficient and relevant care pathways relevant to individual and patient-centered care. The role proactively identifies opportunities to improve care and participate in new practices which contribute to quality improvement and service development.

## Key responsibilities

- Receive and clinically triage referrals to determine the most appropriate outpatient pregnancy care pathway, escalating complex or clinically significant referrals to the Midwifery Unit Manager, Medical Team Leader or delegate as required.
- Review referrals and obtain additional clinical information where required to support safe and appropriate triage and care planning, ensuring triage outcomes are documented and completed within agreed timeframes.
- Liaise with the Access Centre to facilitate the appropriate acceptance and processing of referrals, including providing direction regarding the appropriate first appointment, clinician, clinic type and timing.
- Promote and support the effective integration of shared care models, liaising with the Shared Care Coordinator and acting as a key point of contact for Shared Care GPs to facilitate continuity and coordination of care.
- Coordinate the day-to-day operation of the Pregnancy Outpatient Clinic, supporting effective workflows, patient flow, resource utilisation and the delivery of safe, efficient and patient-centred care.
- Coordinate telephone and electronic communication for the clinic, including responding to enquiries and appropriately triaging, escalating and following up messages and emails received from women and pregnant people.
- Coordinate appointments across multiple disciplines and services within The Women's, where practicable, to support continuity of care and minimise the number of visits required.
- Undertake clinic preparation, including reviewing staffing allocations, appointment loads and clinic capacity, and ensuring women are appropriately scheduled with the relevant clinician and service.

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- Facilitate access to relevant Women's services, including ultrasound, specialist consultation services, Badjurr-Bulok Wilam and interpreter services, ensuring appropriate referrals, appointments and communication are coordinated.
- Provide on-site coordination for designated clinic sessions, including the nominated 10-hour clinic shift, to support the smooth and effective operation of the clinic.
- Optimise the utilisation of clinic rooms, appointments and clinical resources to support efficient patient flow, minimise waiting times and maximise clinic capacity.
- Monitor and report on clinic activity, performance and quality indicators, including VINAH data, DNA rates, appointment utilisation and waiting times, and identify opportunities for service improvement.
- Ensure appropriate processes are followed for the management and follow-up of investigation results and incomplete, inaccurate or missing documentation, supporting the integrity and continuity of patient records.
- Coordinate the preparation and set-up of clinic rooms and clinical work areas, including arrangements for chaperones, equipment, stock and other resources required to support safe and effective clinic operations.
- Provide operational support and guidance to ward clerks and clinical team members, facilitating effective communication, collaboration and clinic workflows.
- Work collaboratively with midwifery and medical teams to support evidence-based antenatal care, including the implementation of appropriate antenatal care schedules, guidelines, investigations and clinical pathways.
- Support workforce planning and service continuity in collaboration with the Midwifery Unit Manager, including coordinating appropriate clinic coverage during periods of planned and unplanned leave.
- Participate in multidisciplinary, leadership, team and service meetings as required, contributing to effective communication, collaboration and decision-making.
- Support the implementation of new practices, models of care and service improvements within the Pregnancy Outpatient Clinic, including participation in quality improvement, research, service development and relevant internal and external projects.
- Liaise with relevant personnel regarding occupational health and safety, equipment, stock, environmental and other operational matters to maintain a safe and appropriately resourced clinic environment.
- Coordinate the effective operation of community and evening clinics, ensuring appropriate staffing, resources, appointments and clinical support are in place.

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### **Innovation, learning and improvement**

- Remain consistently committed to own ongoing professional development and ensure all mandatory training and competency requirements are met
- Identify opportunities in own development as a manager, including periods to act up into the Midwifery Unit Manager role
- Participate in the development and implementation of Clinical Practice Guidelines (CPG's), policies and procedures
- Participate in performance review and development programs for yourself within the team including maintaining relevant records and documents

### **Quality and safety**

- Support the Midwifery Unit Manager to ensure the team is aware of and operates in accordance with their OH&S responsibilities dictated in hospital policy and legislation
- Provide appropriate responses to all relevant emergency situations

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- Promote a supportive learning environment for all clinicians, using incidents and near misses to promote reflection, and learning underpinned by a no-blame philosophy

### **Key Performance Indicators (KPI's)**

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

### **Key selection criteria**

#### **Experience/qualifications/attributes**

##### **Essential:**

- Registration with APHRA as a Midwife
- Relevant antenatal clinical experience with commitment to evidence-based outcomes
- Previous management experience within the outpatients setting
- Demonstrated ability to plan, priorities and time manage and balance competing priorities
- An understanding of the impact of social determinants on health and wellbeing, and a commitment to advocacy for women and supports
- Commitment to strong customer service and promoting and supporting patient involvement and family-centered care
- Excellent communication and interpersonal skills and the ability to respond to the needs of hospital staff in a timely, accessible and professional manner
- Knowledge of the acute health environment and the community setting to enable referral to appropriate services
- Committed to a multidisciplinary team approach and value and support collaboration by a range of professionals in providing care to meet the individual needs of women
- Experience working within a diverse cultural environment
- Demonstrated high level of verbal, written and electronic communication skills
- Demonstrated willingness to work towards continually developing skills and pursuing opportunities for learning
- Embodiment of the Women's values

##### **Desirable:**

- Postgraduate qualification in management or working towards

### **Organisational relationships**

#### **Internal relationships**

- Unit Managers and other midwives at the Women's
- Obstetric staff
- Allied Health staff
- Other Pregnancy Clinic Coordinators
- Access center and outpatient ward clerks
- Shared Care Coordinator
- Other hospital departments

#### **External relationships**

- General practitioners and referring agencies
- Other health providers

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## Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

| Physical demands                                                                                                                                                                                                                           | Frequency                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| <b>Shift work</b> – rotation of shifts – day, afternoon and night                                                                                                                                                                          | Rare                               |
| <b>Sitting</b> – remaining in a seated position to complete tasks                                                                                                                                                                          | Frequent                           |
| <b>Standing</b> – remaining standing without moving about to perform tasks                                                                                                                                                                 | Frequent                           |
| <b>Walking</b> – floor type even, vinyl, carpet,                                                                                                                                                                                           | Frequent                           |
| <b>Lean forward/forward flexion from waist</b> to complete tasks                                                                                                                                                                           | Occasional                         |
| <b>Trunk twisting</b> – turning from the waist to complete tasks                                                                                                                                                                           | Rare                               |
| <b>Kneeling</b> – remaining in a kneeling position to complete tasks                                                                                                                                                                       | Occasional                         |
| <b>Squatting/crouching</b> – adopting these postures to complete tasks                                                                                                                                                                     | Occasional                         |
| <b>Leg/foot movement</b> to operate equipment                                                                                                                                                                                              | Rare                               |
| <b>Climbing stairs/ladders</b> – ascending and descending stairs, ladders, steps                                                                                                                                                           | Rare                               |
| <b>Lifting/carrying</b> – light lifting and carrying less than 5 kilos                                                                                                                                                                     | Occasional                         |
| – Moderate lifting and carrying 5 – 10 kilos                                                                                                                                                                                               | Rare                               |
| – Heavy lifting and carrying – 10 – 20 kilos.                                                                                                                                                                                              | Rare                               |
| <b>Push/pull of equipment/furniture</b> – light push/pull forces less than 10 kg                                                                                                                                                           | Occasional                         |
| – moderate push / pull forces 10 – 20 kg                                                                                                                                                                                                   | Not applicable                     |
| – heavy push / pull forces over 20 kg                                                                                                                                                                                                      | Not applicable                     |
| <b>Reaching</b> – arm fully extended forward or raised above shoulder                                                                                                                                                                      | Rare                               |
| <b>Head/neck postures</b> – holding head in a position other than neutral (facing forward)                                                                                                                                                 | Rare                               |
| <b>Sequential repetitive actions in short period of time</b>                                                                                                                                                                               |                                    |
| – Repetitive flexion and extension of hands wrists and arms                                                                                                                                                                                | Occasional                         |
| – Gripping, holding, twisting, clasping with fingers/hands                                                                                                                                                                                 | Occasional                         |
| <b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license.                                                                                                                                              | Not applicable                     |
| Sensory demands                                                                                                                                                                                                                            | Frequency                          |
| <b>Sight</b> – use of sight is integral to most tasks completed each shift                                                                                                                                                                 | Constant                           |
| <b>Hearing</b> – use of hearing is an integral part of work performance                                                                                                                                                                    | Constant                           |
| <b>Touch</b> – use of touch is integral to most tasks completed each shift                                                                                                                                                                 | Constant                           |
| Psychosocial demands                                                                                                                                                                                                                       | Frequency                          |
| <b>Observation skills</b> – assessing/reviewing patients in/outpatients                                                                                                                                                                    | Constant                           |
| <b>Problem solving</b> issues associated with clinical and non-clinical care                                                                                                                                                               | Constant                           |
| <b>Working with distressed people and families</b>                                                                                                                                                                                         | Occasional                         |
| <b>Dealing with aggressive and uncooperative people</b>                                                                                                                                                                                    | Rare                               |
| <b>Dealing with unpredictable behaviour</b>                                                                                                                                                                                                | Rare                               |
| <b>Job demands</b> – high workload, tight deadlines, and competing priorities                                                                                                                                                              | Rare/Occasional                    |
| <b>Exposure to traumatic or distressing content or situations</b> – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events. | Rare/Occasional                    |
| <b>Role specific considerations</b><br>Support is available for staff exposed to psychological risks.<br>Any adjustments that may be required can be discussed with your manager.                                                          |                                    |
| Definitions used to quantify frequency of tasks/demands as above                                                                                                                                                                           |                                    |
| <b>Prolonged/constant</b>                                                                                                                                                                                                                  | 70 – 100 % of time in the position |
| <b>Frequent</b>                                                                                                                                                                                                                            | 31 – 69 % of time in the position  |
| <b>Occasional</b>                                                                                                                                                                                                                          | 16 – 30% of time in the position   |
| <b>Rare</b>                                                                                                                                                                                                                                | 1 – 15% of time in the position    |
| <b>Not applicable</b>                                                                                                                                                                                                                      | 0% of time in the position         |

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## Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

## Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

## Declaration

**By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.**

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**Developed date:** August 2026

**Developed by:** Stacey Gilbert

**Date of next review:** (12 months from now)

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