

Eastern Health

POSITION DESCRIPTION

Position Title:	Nurse Care Coordinator - HARP Integrated Service
Award Classification:	Clinical Coordinator District Nursing YY4
Award / Agreement Name:	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028
Position Reports to:	Professionally to Site Director of Nursing Operationally to Manager integrated Services- HARP and Chronic Rehab

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Nurse Care Coordinator is a valued and collaborative member of the interdisciplinary health care team at Eastern Health. A Nurse Coordinator is accountable for coordinating and delivering safe and comprehensive patient centred care while working competently within their scope of practice and in alignment with the Eastern Health and Nursing & Midwifery Board Practice Standards.

HARP services aim to prevent avoidable hospital presentations and admissions by implementing time limited care for clients with complex or chronic conditions who frequently attend hospitals or are at imminent risk of Hospitalisation. The Care Coordinator role provides care coordination across the hospital and community continuum ensuring integrated seamless care. Care is patient centred, based on meeting client's individual needs which can include physical and mental health, psychosocial and environmental needs.

The role targets clients with a focus on complex conditions and or chronic disease. This includes active participation in the interdisciplinary case conferences for optimal care to the right patient at the right time. The Care coordinator manages a clinical case load of clients and assists in intake and clinical prioritisation to facilitate smooth patient flow into the service. The role includes comprehensive clinical assessments, care planning, monitoring and review. Services are goal orientated, and time limited with a focus on ensuring adequate processes are in place for a safe transition and discharge according to the clients ongoing needs.

The Nurse Care Coordinator will demonstrate a minimum level of competence in clinical decision making, as outlined in the Eastern Health Domains of Practice, and meet the minimum competencies required to work within the Health Independence Programs and will be expected to be a positive role model, mentor and resource within the team. The Care Coordinator will assist the Team Leaders and Manager to ensure clinical standards are met and that continuous service improvement occurs.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Works collaboratively to ensure the efficient, effective and responsive operation of the allocated work unit.
- Supports and encourages patient's/clients/residents and their families, understanding of care delivery and care planning through effective and timely communication with patients/clients/residents, team members, and the community.
- Practices in accordance with the professional standards, codes and behaviours that are legislated through the Nursing and Midwifery Board of Australia (NMBA).
- Ensures clinical interventions are evidence-based and consistent with policy, standard and clinical practice guidelines prescribed by the organisation.
- Complies with Eastern Health policies and reports all actual or near-miss events.
- Incorporates practice which aligns with the EH Nursing & Midwifery Practice Guideline, as relevant to the clinical setting
- Is accountable for reporting outcomes of nursing interventions to the Unit Manager, Team Leader, ANUM or delegate.
- Treats all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner. Provides an efficient, effective and customer focussed service.
- Facilitates effective patient flow processes for intake and triage practices in accordance with the guidelines established by the unit and organisation.
- Meet DHHS KPIs in timely access and service to all HARP clients via a centralised intake process
- Meet individual and team targets as set out by the program
- Participates in relevant professional development programs and contributes to ongoing education initiatives within the unit.
- Participates in the supervision, support and mentorship of students and new staff.
- Provides supervision and appropriate clinical delegation to the Enrolled Nurse, Health Assistant and pre-registration learners.
- Participates in an annual performance development process which informs their ongoing professional practice and achievements.
- Complies with mandatory and other identified training requirements specified by NMBA and Eastern Health. Maintains accurate documentation of evidence of this training and professional development. Leading in research and innovation
- Promotes a culture of continuous quality service improvement within the unit and participates in activities designed to continuously improve standards of service and practice.
- Maintains own knowledge of evidence-based practice and updates own knowledge and skills accordingly
- Supports the NUM in the identification of new initiatives to improve sustainability in the unit/department.
- Identifies or participates in prevention and early detection initiatives of the organisation.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.

Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

Respect for all
Safe always
Partnering in care
Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Bachelor of Nursing / Midwifery or other recognised equivalent formal qualification leading to condition free registration in Australia
- Registration with the Nursing and Midwifery Board of Australia (NMBA) via AHPRA
- At least five years relevant and recent clinical experience
- Current Victorian Driver's Licence
- Ability to manage change

Desirable

- High level communication, both written and verbal, demonstrated high level of interpersonal skills with consumers, their families and all health care professionals.
- Ability to problem-solve in a variety of complex situations
- Commitment to ongoing professional development.
- Computer literacy and embracing of health technologies and informatics.
- Exhibits behaviour which reflects the Eastern Health values and NMBA Codes and Standards.
- Promotes and contributes to a supportive and engaged team environment.
- Commits to providing a safe environment for all.
- Respectful, collaborative and kind.
- Team Player

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au