



POSITION DESCRIPTION

Position Title:	ASERT Clinician (Patient Discharge Coordinator)
Award Classification:	Registered Nurse Grade 4A (HITH/PAC) Grade 2 Allied Health Clinician (Occupational Therapist, Physiotherapist , Social Work)
Award / Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Position Reports to:	ASERT Site Team Leader/Manager ASERT Professional reporting line via relevant allied health department or Director of Nursing – Peter James Centre

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. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.

Our promise

Healthier together



1. POSITION PURPOSE

The ASERT Clinician is expected to deliver high-level clinical care while demonstrating strong communication and collaboration skills with colleagues, patients, and the broader healthcare community. This role involves complex clinical assessments, evidence-based practice, and active involvement in the development of processes that improve patient outcomes. The clinician also plays a key role in fostering communication and collaboration within the multidisciplinary team and with external agencies. They are also responsible for continuous professional development and maintaining up-to-date knowledge of community resources and ethical considerations in patient care.

This comprehensive approach helps ensure that the ASERT Clinician contributes meaningfully to patient care, team dynamics, and the overall effectiveness of Eastern Health's service delivery.

Role Environment:

The ASERT clinician functions in a dynamic, multi-disciplinary environment that involves collaboration with treating teams, patients, and community services like Ambulatory and Community Services (ACS). The role is integral to ensuring patients receive timely, efficient care, especially after they leave the hospital. They act as a clinical adviser and resource, ensuring that discharge and patient flow processes align with best practices.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Clinical Responsibilities:

1. Complex Assessments and Use of Tools:

- a. Conducting in-depth assessments using a variety of tools and frameworks that adhere to professional and program standards.
- b. Ensuring that assessments are comprehensive and consider all relevant factors, helping to create individualized care plans for patients.

2. Evidence-Based Practice:

- a. Demonstrating a commitment to current, evidence-based practices that enhance patient care and improve outcomes.
- b. Continuously incorporating the latest research and best practices into clinical decision-making.

3. Clinical Care Responsiveness:

- a. Ensuring that clinical care is tailored to meet the specific needs of each patient referred to ASERT.
- b. Being flexible and responsive to the evolving needs of patients throughout their treatment and care transitions.

4. Referral Triaging:

- a. Actively participating in the triaging process of patient referrals, ensuring that patients are appropriately prioritized based on their clinical needs.

5. Expert Clinical Knowledge and Advice:

- a. Consistently demonstrating a high level of clinical expertise in assessments and patient care.
- b. Providing expert clinical advice to colleagues and other healthcare professionals when needed.

6. Care Pathways and Quality Outcomes:

- a. Contributing to the development of standardized processes and care pathways that improve the consistency and quality of patient outcomes.
- b. Ensuring that systems are in place to guarantee efficient patient management and high-quality care.

7. Ethical and Cultural Sensitivity:

- a. Demonstrating understanding and sensitivity to ethical, diversity, and multicultural issues, ensuring that all patients are treated respectfully and fairly.
 - b. Being aware of the cultural and personal contexts that impact patient care and adjusting as necessary.
- 8. Knowledge of Community Resources:**
- a. Demonstrating an understanding of local community resources and healthcare systems, facilitating smoother transitions and appropriate referrals for patients in need of additional support.
- 9. Professional Knowledge and Standards:**
- a. Staying informed about relevant professional bodies associated with the area of clinical practice and ensuring adherence to industry standards.

Communication and Collaboration Responsibilities:

- 1. Effective Communication with Stakeholders:**
 - a. Demonstrating strong communication skills when interacting with patients, families/carers, colleagues, and external agencies.
 - b. Ensuring clear, effective, and compassionate communication in all patient interactions.
- 2. Collaboration and Teamwork:**
 - a. Actively participating in formal and informal collaboration with multidisciplinary team members, program areas, and external agencies.
 - b. Promoting teamwork and ensuring that patient care is managed efficiently through coordinated efforts.
- 3. Community Network Development:**
 - a. Building and maintaining strong relationships with relevant health and community providers to ensure continuity of care and appropriate post-discharge support.
- 4. Participation in Meetings and Case Conferences:**
 - a. Attending and actively contributing to team meetings, case conferences, and other collaborative events to discuss patient care, progress, and discharge planning.
- 5. Documentation and Reporting:**
 - a. Ensuring all clinical documentation is clear, accurate, and aligns with Eastern Health's Documentation Clinical Practice Guideline.
 - b. Keeping thorough and up-to-date records of patient assessments, plans, and interventions.
- 6. In-Service and Educational Activities:**
 - a. Representing ASERT within Eastern Health by conducting in-service sessions, educational activities, and promotional efforts to raise awareness of the team's services and expertise.

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

Occupational Health and Safety

Eastern Health is committed to provide 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, in particular 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 Compensation (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 centered 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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of 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 - nil

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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is

a mandatory requirement of this role and employment is conditional on this being up to date prior to 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

Key Selection Criteria

- o Clinical qualification and registration in an allied health discipline (eligible registered professions: Occupational Therapy, Physiotherapist) or proof of eligibility for membership of the aligned allied health professional group (eligible non registered professions: Social Work)
- o Registered Nurse with the Nursing Midwifery Board of Australia (NMBA).
- o Previous experience working as a Clinical Nurse/Midwife Consultant or senior clinical lead role
- o Advanced skills in managing a complex caseload and comprehensive discharge planning using a client centered approach.
- o High level communication skills: written, verbal and interpersonal with demonstrated ability to collaborate and work as an effective team member at a local and organisational level to deliver organisational outcomes.
- o Demonstrated ability to work autonomously, utilising well developed critical analysis skills to achieve efficiency and effectiveness.
- o Demonstrated negotiation, problem solving and analytical skills.
- o Demonstrated ability to implement innovative practice.
- o Demonstrated record of achievement of quality service delivery.

- o Commitment to improving on practice and undertaking quality and research activities.
- o Demonstrated understanding and commitment to professional codes of conduct and ethical practice
- o Proficient in Microsoft applications

Desirable

- o Post-graduate qualification relevant to area of with relevance to the role
- o Research, publication and public presentation experience.
- o Victorian driver's license.
- o Experience in working within hospital settings
- o Experience in working with a variety of diagnostic groups

Behavioural

- o High level of integrity, honesty and commitment.
- o Excellent interpersonal skills.
- o Innovative and lateral thinking.
- o High level of self-awareness and emotional intelligence.
- o Solution orientated.
- o Flexibility and adaptability.
- o Self-motivation.
- o Proven conflict resolution and negotiation skills.
- o Enthusiasm, energy and drive.
- o High level of personal resilience
- ☐ ASERT specific selection criteria
- o A commitment to maintaining up-to-date, clinical knowledge through professional development and literature.
- o Demonstrated commitment to working within a multidisciplinary team utilising a person centred approach
- o Discharge planning skills
- o Significant knowledge and experience of quality improvement, research processes and

commitment to achieving best practice professional clinical standards

- o Demonstrated capacity to undertake supervision with staff and students and to provide coaching, mentoring and peer support.
- o Ability to be a strong team player within ASERT and within the relevant professional discipline.
- o A demonstrated capacity to inspire, influence and motivate staff and to contribute to a positive interdisciplinary culture
- o To participate and promote linkages with internal and external Eastern Health Stakeholders.
- o Punctual attendance and active participation in client review, ASERT team meetings and external meetings.
- o To share the responsibility of updating and maintaining service information and resources.
- o Meet key performance clinical targets as set by the ASERT.
- o Experience in the delivery of community based services
- o Flexibility in working hours to provide leave cover as negotiated.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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