

Eastern Health

POSITION DESCRIPTION

Position Title:	Clinician Community Access Unit
Award Classification:	Grade 2 Allied Health Clinician or Medical Scientists, Pharmacists and Psychologists (Occupational Therapist, Physiotherapist, Social Work, Podiatry, Speech Pathology, Dietitian) or Registered Nurse Gr 3 (YU15)
Award / Agreement Name:	Allied Health Professionals (Victorian Public Sector) Enterprise Agreement 2021–2026 or Medical Scientists, Pharmacists and Psychologists (Victoria Public Sector) Enterprise Agreement 2021-2025 or Nurses and Midwives (Victoria Public Sector) Enterprise Agreement 2024-2028
Position Reports to:	Operationally to Team Leader Community Access Unit and Professionally to relevant Allied Health department or Nursing directorate

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.



1. POSITION PURPOSE

The Community Access Unit (CAU) is the defined point of access for ambulatory and community services receiving and processing internal and external referrals to numerous Health Independence Programs (HIPs). The CAU is a small, inclusive, multidisciplinary team including Nursing and Allied Health clinicians supported by an administrative team and is currently located at Eastern Health Wantirna. The role of the CAU Clinician is to facilitate and support patient flow from the acute and subacute hospital settings and from external community referrers, such as GPs, using a philosophy of care coordination and triage to support timely patient access to the community and ambulatory service system. Specifically, CAU clinicians triage referrals received for the Community Rehabilitation Program (CRP), Subacute Ambulatory Care Service (SACS) Specialist Clinics and various other clinics on a daily basis and provides intake and processing for approximately 800 referrals per month.

The CAU is affiliated with other Health Independence Programs (HIPs) such as SACS, HARP and PAC, which support inpatient settings to assess and manage complex patients and effectively assist with the transfer of appropriate patients across the care continuum or back to their home environment with the support of ambulatory care and community services.

The CAU clinician is responsible for facilitating the provision of clinical services and requires special knowledge and depth of experience. The CAU clinician will provide best practice clinical services, have a high level of clinical knowledge and act as a clinical adviser and resource for other staff, referrers and stakeholders. The CAU clinician is able to work independently whilst at the same time contributing strongly to the multidisciplinary health care team and is expected to initiate and participate in teaching, training, research and quality activities. The CAU clinician may be expected to supervise students and junior staff members where required and will be able to represent their discipline and team/service as requested by their manager and will be expected to continuously update their knowledge and skills.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Duties include but are not limited to:

2.1 Clinical skills and knowledge

- Ensure all practice is within the philosophy, intent and standards prescribed by the relevant professional body's clinical and ethical guidelines.
- Conduct complex intake and triage of referrals using various intake tools/frameworks according to program and professional standards.
- Demonstrate commitment to current evidence based practice to enhance patient care.
- Ensure the provision of clinical care is responsive to the needs of people referred via the Community Access Unit.
- Consistently demonstrate a high level of clinical expertise.
- Utilise expert clinical knowledge to provide advice as necessary.
- Participate in the development of consistent processes, care pathways, and systems to ensure quality outcomes for patients/clients and stakeholders.
- Demonstrate understanding of, and sensitivity to, ethical, diversity and multicultural issues.
- Demonstrate an understanding of relevant community resources and systems and an ongoing commitment to stay abreast of resource and system changes as they occur.
- Demonstrate knowledge of professional bodies associated with area of clinical practice and professional group.

2.2 Communication

- Demonstrate effective communication skills with clients, family/carers, colleagues, and external agencies.
- Participate in formal and informal collaboration with all other team members, program areas and external agencies for efficient and effective patient management.
- Develop and maintain strong community networks with relevant health and community providers.
- Attend and participate in team meetings and case conferences as required.
- Demonstrate clarity in all written documentation as per the Eastern Health Documentation Clinical Practice Guideline.
- Represent and promote an awareness of the Community Access Unit within Eastern Health by conducting in-service or educational/promotional activities.
- Demonstrate proficient conflict resolution and negotiation skills and willingness for self-reflection and to seek support/assistance as required.

2.3 Organisational skills

- Manage own time and prioritise competing demands to ensure completion of clinical work.
- Demonstrate punctuality and timeliness.
- Complete all documentation in a timely and accurate manner in accordance with Ambulatory and community Services, Eastern Health and professional discipline standards.
- Ensure all medical record documentation is maintained in line with Eastern Health standards.
- Ensure all reporting and data management requirements are adhered to.
- Adhere to Eastern Health Policies and Procedures.

2.4 Professional development and supervision

- Undertake to maintain professional knowledge and expertise in the field.
- Participate in peer review and clinical audit activities as required.
- Attend and actively participate in relevant internal and external activities.
- Participate in policy development projects as required.
- Provide supervision of students and others as delegated by senior staff.
- Participate in the performance review process.
- Meet key performance targets as set by the Team Leader or Manager Community Access Unit.
- To share the responsibility of updating and maintaining service information and resources

2.5 Teaching and Research

- Involvement in teaching, training and research programs.
- Demonstrate ability to initiate, implement and evaluate quality projects, and participate in research with support where appropriate.
- Supervision of students and others as delegated by senior staff.
- Development and evaluation of the teaching process, education programs and educational material.
- Demonstrate a willingness to be a mentor.
- Take on a teaching role to internal and external customers as required.
- Knowledge of research, new developments and evidence-based practice in discipline specific and related areas.

2.6 Professional Leadership

- To have a commitment to and responsibility for individual professional development.
- Attend, actively participate and present in relevant internal and external professional development activities.
- Actively participate in and lead staff meetings and in-services where required or as requested.

- Model a strong commitment to professional development, ensure currency of clinical knowledge and actively integrate new learning into clinical practice.
- Support a learning culture within the professional department
- Consider opportunities for, and participate in, evaluation of clinical practice.
- Participate in formal supervision &/or actively seek supervision when needed, as per professional department guidelines.
- Provide supervision for junior staff and allied health assistants, as required by the manager
- Participate in the Performance Review process

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

- 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.

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

Position Title:	Clinician Community Access Unit
Award Classification:	Grade 2 Allied Health Clinician or Medical Scientists, Pharmacists and Psychologists (Occupational Therapist, Physiotherapist, Social Work, Podiatry, Speech Pathology, Dietitian) or Registered Nurse 3 (YU15)
Award / Agreement Name:	Allied Health Professionals (Victorian Public Sector) Enterprise Agreement 2021–2026 or Medical Scientists, Pharmacists and Psychologists (Victoria Public Sector) Enterprise Agreement 2021-2025 or Nurses and Midwives (Victoria Public Sector) Enterprise Agreement 2024-2028
Position Reports to:	Operationally to Team Leader Community Access Unit and Professionally to relevant Allied Health department or Nursing directorate

Essential

- Current clinical qualification and registration as a Registered Nurse or in an allied health discipline or proof of eligibility for practicing membership of the aligned allied health professional group
- Advanced skills in managing a complex caseload and comprehensive triage using a client-centred approach.
- Previous experience within an intake and triaging role
- 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.
- Demonstrated ability to work autonomously, utilising well developed critical analysis skills to achieve efficiency and effectiveness.
- Demonstrated negotiation, problem solving and analytical skills.
- Demonstrated ability to implement innovative practice.
- Commitment to improving on practice and undertaking quality and research activities.
- Demonstrated understanding and commitment to professional codes of conduct and ethical practice.
- Proficient in Microsoft applications.
- For Social Work: Current Continuous Professional Development (CPD) requirements in line with AASW CPD standards

Desirable

- Relevant post graduate qualification in health care, public health or leadership or working towards completing this qualification
- Research, publication and public presentation experience.
- Experience in working within hospital settings.

- Experience in working with a variety of diagnostic groups.
- Innovative and lateral thinking

Behavioural

- High level of integrity, honesty and commitment.
- Excellent interpersonal skills.
- High level of self-awareness and emotional intelligence.
- Solution orientated.
- Flexibility and adaptability.
- Self-motivation.
- Conflict resolution and negotiation skills.
- High level of personal resilience

Community Access Unit specific selection criteria

- A commitment to maintaining up-to-date, clinical knowledge through professional development and literature.
- Demonstrated commitment to working within an interdisciplinary team utilising a person-centred approach.
- Knowledge of patient pathways through the acute, subacute, ambulatory and community service.
- Significant knowledge and experience of quality improvement, research processes and commitment to achieving best practice professional clinical standards.
- Demonstrated capacity to undertake supervision with staff and students and to provide coaching, mentoring and peer support.
- Ability to be a strong team player within the Community Access Unit and within the relevant professional discipline.
- A demonstrated capacity to inspire, influence and motivate staff and to contribute to a positive interdisciplinary culture.
- To participate and promote linkages with internal and external Eastern Health Stakeholders.
- Punctual attendance and active participation in client review, Community Access Unit team meetings and external meetings.
- Experience in the delivery of community based services.
- 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