



POSITION DESCRIPTION

Position Title:	Emergency Department Care Coordinator
Award Classification:	Registered Nurse (Grade 4A), Allied Health Professional (Grade 2), Psychologist (Grade 2)
Award / Agreement Name:	Registered Nurses and Midwives (22) (Nurses and Midwives Victorian Public Sector) (Single Interest Employers Enterprise Agreement 2020-2024) Health Professionals (01) – Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Position Reports to:	Emergency Department Nurse Unit Manager

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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

Our promise

Healthier together

Values
in action

**Respect
for all**

Safe always

**Partnering
in care**

**Learning and
improving
every day**

Enabled and
empowered
people

Together we enable
the success of our people

Excellent
care and
experiences

Together we deliver the
best health care experiences
and outcomes

Safe and
welcoming

We create and come
together in spaces that
are safe and welcoming

Optimising
resources

Working together we
continuously improve
our resource deployment

1. POSITION PURPOSE

Patients presenting to an ED require many different interventions to complete their processes of care. Emergency Department Care Coordination (EDCC) is one intervention within a multidisciplinary approach to patient care. The EDCC service at Eastern Health has operated in the emergency department at our Box Hill, Angliss and Maroondah sites from 2011. The EDCC service is made up of multidisciplinary staff from nursing and allied health disciplines that work across a rostered 7 days a week service.

People with a wide variety of needs are targeted for consideration by the EDCC service. This is in keeping with the diverse patient population that attend hospital EDs for urgent, short-term episodic care. The consumers targeted by the EDCC service will reflect the hospital's patient population and the demographic and service profile of the communities they serve and include aged, those presenting with social or emotional stressors, those who frequently attend those with complex social / medical background and those with functional decline.

The role of the EDCC service is to minimise hospital use by facilitating timely access to an integrated system of community-based services that enhances the health outcomes and functional independence of Victorians living in the community. In particular, the EDCC service has a role in:

- providing person-centred care that encourages and supports consumer and carer participation
- enhancing the safety and minimising the risk of harm to consumers, carers and the community
- providing a primary access point within the hospital ED for community-based services
- facilitating safe and timely discharge to the community
- promoting continuity of care within and across hospital and community sectors
- contributing to the functional integration of health services
- facilitating clear and continuous communication and information sharing
- building and promoting sustainable collaboration and partnerships between services
- improving the quality of health care
- optimising resource use and the efficiency of care across multiple providers
- promoting interdisciplinary collaboration and team decision making.

Hospital utilisation can be minimised in a variety of ways including:

- diverting hospital ED presentations
- providing alternatives to inpatient admission
- reducing the length of stay in hospital.

To improve patient flow through the ED, consumers designated as unlikely to be admitted to an inpatient bed are a primary focus of the care coordination service. Identifying patients deemed likely to be admitted to an inpatient or sub-acute bed ensures discharge planning commences as early as possible in the patient journey and promotes continuity of care. The role performed by ED care coordination service determines the core functions performed by the service.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Healthcare Excellence

- Work collaboratively with services and programs both within, and external to, Eastern Health, to ensure efficient, effective and responsive patient centred care.
- Provide effective and timely communication with patients, team members, and other stakeholders to patient care about identified needs and care planning processes.

- Promote a culture of patient centred care in the clinical department and clinical care of other departmental staff.

Patient Experience

- Be a key player responsible for timely and effective patient flow through the department, working with all relevant personnel and/or other departments to ensure discharge planning initiatives are implemented.
- Engage with all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner with a focus on continually improving the patient experience.
- Demonstrate a customer focussed service approach to situations of conflict, complaints & compliments as they arise.
- Promote optimum patient functioning through clinical interventions such as mobility, nutritional care and engagement of ancillary department services such as EDcare.
- Role model a culture of continuous improvement within the department through clinical care and / or identification of service need gaps.
- Implement timely and effective communication with other healthcare providers to achieve optimal patient/ performance outcomes.
- Receives, processes and responds to referrals in a timely manner.
- Provides comprehensive, efficient and holistic assessment of client's needs.
- Provides advocacy for clients, as relevant, and respects the client's right to make choices about their care.

Partnering with our Community

- Liaise with engaged services in the delivery of patient care to ensure continuity and information provision/exchange
- Identify, and engage, required services to meet patient need. Such services may be internal, and external to, Eastern Health
- Through a holistic assessment, make recommendations to relevant stakeholders, to facilitate service/system improvements to address patient need.
- Understand the system of providing care and work with partners in care across the patient journey to minimise risk, duplication of service and service delivery delays.

Leading in Learning

- Work within the Scope of Practice as articulated by the role/competency documentation and professional discipline
- Present oneself as a senior clinician in the department by providing support, mentoring and education to other department team members as required, and support a culture of professional development for others and oneself.
- Assume responsibility as self-directed professional for ongoing professional development relevant to the position.
- Participate in the development and review of Care Coordination team policies and procedures.
- Ensure work practices are in accordance with Eastern Health policies
- Participate in annual staff performance appraisal processes.
- Participate in the development and review of EH and site Care Coordination team policies and procedures.
- Participate in quality improvement and evaluation processes related to patient care and discharge planning within the Emergency Department.
- Attend and actively contribute at relevant meetings and committees of joint benefit to the Care Coordination Team and Emergency Department

3. SAFE PRACTICE AND ENVIRONMENT

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.

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. ATTACHMENTS

- Attachment 1 Key Selection Criteria

10. 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

- Division 1 Registered Nurse or Allied Health equivalent with eligibility for registration with AHPRA or other regulatory bodies
- Extensive experience and expertise in the relevant clinical / service field
- Commitment to excellence in quality patient care and promoting the Care Coordination program and practice improvement.
- Understanding of acute / community programs in relation to patient care planning and support.
- Exceptional interpersonal, communication and networking skills
- Advanced clinical decision making skills, including the ability to prioritise presenting clients
- Advanced clinical skills in patient risk assessment, care plan development and implementation
- Ability to work autonomously within a multidisciplinary team environment
- Demonstrated understanding of conflict resolution and negotiation skills.
- Ability to work flexible hours (including rostered weekends)
- Proficient computer literacy

Desirable

- Demonstrated understanding of current health service issues & service provision
- Relevant post graduate qualifications in a suitable clinical discipline
- Experience and/or understanding of the change management processes
- Research, publication and/or public presentation skills and capacity to be part of education / teaching forums as required.