

**Position Title:** Grampians Watch - Nurse Health Coach

**Campus:** Ballarat (Office based)

**Directorate:** Hospital without Walls

**Department:** Grampians Watch Program

**Reporting to:** Grampians Watch Team Leader and  
Manager Hospital without Walls

**Direct Reports:** N/A

### Appointment Terms/Conditions:

**Classification and Code:** Clinical Support Nurse – RN28 (Grade 3)

**Enterprise Agreement:** Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **PROGRAM**

Grampians Watch plays a key role in a broader effort aimed at reducing avoidable ED presentations and hospitalisations in line with the objectives of the Victorian Department of Health and Human Services Health Links Chronic Care (HLCC) Program. Grampians Watch monitors, coordinates, supports and collaborates with vulnerable people in the Community to empower them to remain as healthy as possible at home and reduce the risk of presentations to hospital. Grampians Watch is a Telehealth/Telephone based program facilitated by a team of Health Coaches (Clinical) and Teleguide Nursing Support Workers (Non-Clinical), delivered through an online cloud-based information and a clinical management system.

## **POSITION PURPOSE**

The Health Coach will attend the onboarding of new participants to the program, complete pivotal clinical assessments, promote participant centred care planning, encourage best practice self-management and support service navigation. When a threat to a consumer's home or health status is flagged, the Health Coach investigates further and intervenes as necessary. These interventions rely on the development of building trusted relationships with participants and on the participants behalf, aim to bridge boundaries.

## **KEY ACCOUNTABILITIES**

The Nurse Health Coach role will support the Team Leader Health Coach and Manager Hospital without Walls in the coordination and delivery of the Grampians Watch Program.

- Provide a point of escalation and support for Teleguide Nursing Support Worker, monitors call data entry and responds to call flags in the time-lines mandated by the software used to manage call data.
- Reporting of clinical escalations for Grampians Watch clients to Team Leader Health Coach and as required.
- Program promotion, referral management/triage, onboarding of participants, comprehensive clinical assessments, provision of clinical support, care management and coordination of services.
- Communicates, collaborates and liaises with participants, families, carers, multi-disciplinary teams, acute and community health professionals and other key stakeholders involved in the individuals care to support wellbeing and continuum of care
- Referrals to appropriate services and supports based on participants requirements and as indicated.
- Document and maintain consumer health records, data entry and e-referrals as per policies
- Conducts minimum of 6 weekly reviews of participants clinical, social and environmental changes impacting or improving on the consumer's condition and ensures health goals are being worked towards.
- Support ongoing evaluation of the service including consumer surveys and application of clinical screening tools

## **KEY SELECTION CRITERIA**

Registered Nurse Division 1 with current APHRA registration

- Strong assessment, critical thinking and triage skills with the ability to respond to clinical needs/escalations and the prioritisation of care.
- Experience in successfully engaging vulnerable or marginalised people to address their complex health care needs
- Experience and/or qualifications in chronic disease management, complex care/psychosocial support, mental health and cognitive impairment.
- An understanding of the systems and challenges associated with accessing home care packages, community and social services and general practice
- Experience in Community and/or Primary Health Care would be highly desirable
- Demonstrated excellent written and verbal communication, co-ordination and organisational skills
- Commitment to flexibility and innovation in practice including an evidence-based approach to care.
- Demonstrated excellent computer skills to support effective use of a range of different software systems
- Willing or have acquired completion of MHFA.

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your TL/Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.