

Position Title: Grampians Watch-Teleguide Nursing Support Worker
(Non Nursing)

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: Administration Grade 1 – HS1

Enterprise Agreement: Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement.

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

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.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<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.
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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 delivered program facilitated by a team of Health Coaches (Clinical Nurses) and Teleguide Nursing Support Workers (non-nursing) through an online cloud-based information and clinical management system that supports, captures and manages patient healthcare information.

POSITION PURPOSE

The purpose of this position is to assist our most vulnerable patients, especially those with complex health issues, to remain healthier at home. In so doing, we aim to reduce avoidable hospitalisations and presentations to our Emergency Departments. The Teleguide Nursing Support Worker works alongside the Health Coaches to provide regular phone calls of support to patients and for conducting self-rated health checks that identify any deterioration in health or care needs. (This is a Non advice giving position).

KEY ACCOUNTABILITIES

- Positive Patient, Caregiver and family satisfaction, experiences and outcomes.
- Work effectively and collaboratively with other service providers.
- Excellent communication, interpersonal and time management skills
- A demonstrated high level of motivation, willingness to learn and ability to adapt to changing roles and relationships
- Meets activity requirements of the role.
- Computer literacy including competency in keyboard, word processing, excel, email, browser usage and other necessary software, and telephone hardware including a headset.
- Ability to work autonomously and collaboratively within a team environment.
- Perform regular phone calls to patients and build rapport with patients and their Carers.
- Generate a positive telephone experience for the patient in a controlled amount of time.
- Provide high standard customer service; be worldly, non-judgemental, and accepting of patient diverse lifestyle choices.

- Perform general clerical tasks, including scheduling and coordinating appointments, referrals and other services as required by the Grampians Watch Team Leader, Health Coaches, Grampians Watch Team and Hospital without Walls Management.
- A demonstrated ability to maintain professional and organisational standards.

KEY SELECTION CRITERIA

- Experience in computer operation, administration, and customer service is essential
- Excellent telephone manner and skills to generate a positive telephone experience for the patient in a controlled amount of time
- Customer service experience and skills with examples of engaging with a wide range of people in a nonjudgemental manner, accepting of patient lifestyle choice
- Computer and web-based literacy
- Experience in scheduling and coordinate appointment/meetings for patients and team members
- A high level of motivation, willingness to learn and ability to adapt to changing roles and relationships
- Ability to work autonomously and collaboratively within an office based team environment
- Excellent interpersonal skills with a positive, proactive approach
- Knowledge of cultural awareness and sensitivity
- Willing to or have completed Mental Health First Aid as a requirement
- Demonstrated commitment to service development and innovation
- An aptitude for working with and solving problems

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 Manager/Team Leader. 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.