

Position Title: Care Coordinator (CRC)

Campus: Horsham

Directorate: Ambulatory Care

Department: Community Rehabilitation

Reporting to: Ambulatory Team Leader, Horsham

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Registered Nurse Grade 3B (YU11 – YU12)

Enterprise Agreement: Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) 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.

Collaboration	Compassion	Accountability	Respect	Innovation
<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.

POSITION PURPOSE

The primary purpose of this position is to provide care co-ordination, assessment and education services to patients within the community with chronic diseases that facilitates the delivery of an integrated approach to patient care. The Care Coordinator enhances individual independence and self-management through comprehensive assessment with timely responsive specialist care, education and care planning. They are responsible for working and liaising with a multi-disciplinary team of the Health Independence Programs and community outpatient rehabilitation programs of the Sub-Acute Non-Admitted department.

KEY ACCOUNTABILITIES

1. Work within scope of practice and experience, accepting guidance and direction as provided by appropriate others
2. Completion of comprehensive assessment, clinical support, advice and education to patients, carers and direct care employees
3. Assess, negotiate and evaluate multidisciplinary care plan in consultation with patients/carers
4. Monitor patient progress, reporting on the patient's clinical, emotional and psychological status
5. Communicate with General Practitioners and other medical specialists
6. Organise and participate in group and individual community and centre based rehabilitation programs
7. Undertake specific assessments pre and post rehabilitation programs in conjunction with the allied health team and complete all required documentation
8. Act as clinical resource within the team
9. Maintain and prioritise workload, ensuring timelines/timeframes are adhered to
10. Orientate new team members and students as requested

KEY SELECTION CRITERIA

Essential:

- Current Registered Nurse registration with AHPRA
- Minimum of 3 years of experience in acute or community health setting
- Experience in advanced patient assessment and managing chronic health conditions
- Advanced interpersonal, communication, organisational, problem solving, time management and decision-making skills
- Ability to effectively work as part of a multi-disciplinary team and independently
- High level of computer literacy
- Evidence of ongoing self-development
- Current Drivers Licence
- Ability to problem solve and adapt to change

Desirable:

- Post graduate qualification in respiratory, cardiac management, chronic disease management or rehabilitation or a willingness to undertake further study
- Member of the Lung Foundation, Pulmonary Rehabilitation Network, Australian and/or Victorian Cardiac Rehabilitation Association, Victorian Respiratory Network and Asthma Foundation
- Experience in Care Co-ordination and a Community Nursing setting
- Motivational interviewing skills

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. 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.