Position Title: Paediatrics Navigator – Grampians Health at Home

Campus: Ballarat

Directorate: Acute Operations

Department: Women and Children Services

Reporting to: Nurse Unit Manager, 2 South Paediatrics

Direct Reports: Enrolled Nurse, 2 South Paediatrics

Register Nurse, 2 South Paediatrics

Appointment Terms/Conditions:

Classification and Code: HITH/PAC Nurse Level 2 (YW15) CAPR 3

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

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration *We are stronger together.*	***Compassion*** *We show that we care.*	***Accountability*** *We do what we say and say what we do.*	***Respect*** *We appreciate and value all people.*	***Innovation*** *We adapt and innovate to achieve best outcomes.*
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

Grampians Health are responding to several demands on our admitted care beds which include but are not limited to escalating health care costs, staff shortages, insufficient access to quality and an increase in chronic disease.

In response to this Grampians Health are developing ‘At Home’ programs providing hospital care in the patient’s home.

Progressive models such as the Grampians Health at Home [GH at Home] program for providing care in the home achieves better outcomes for patients and have better experience for their families. GH at Home will provide safe and standardized processes, provide a reduction in bed demand and integration between acute, sub-acute and community care across the Grampians Region.

The role of the Clinical Navigator is a valuable component in coordinating the delivery and continuity of services for the patient in their home environment, clinic appointments and during an acute admission. They will also liaise with the regional centres that are caring for patients under their care. It is a diverse and complex role, entailing considerable interaction with a wide range of clinicians and health care professionals both internally and externally. The role is required to develop strong working and collaborative relationships with all members of the multidisciplinary team, complimenting and improving outcomes of existing care, systems and services

KEY ACCOUNTABILITIES

Family Centred Coordinated Service Delivery:

- Receive referrals and assess patients for admission into the Grampians Health at Home Paediatrics program.
- Plan, evaluate and maintain a high standard of safe and effective care for infants and children with ongoing, sometimes complex, chronic nursing/medical care needs, in the community setting.
- Recognise the needs and dignity of the individual and family, within the boundaries set by the profession and the Values of Grampians Health.
- Be actively involved in care planning, direct care and discharge planning in the ambulatory setting. Independent practice is required utilising excellent clinical skills, advanced critical thinking skills and communication skills.
- Facilitate the provision of information/education to patients and their families and carers in understanding their treatment/care options and choices.
- Monitor the implementation of care against the patient care plan in collaboration with the clinical care team. Assist the clinical care team to coordinate the discharge planning process for the patient and family.
- Lead a team approach to multidisciplinary care through effective communication between health professionals.
- Support and participate in patient review meetings and case conferencing with the multidisciplinary clinical care team and address critical factors when making complex decisions.
- Provide leadership to the team of on-road clinical staff with specific paediatric care throughout the region.
- Analyse clinical situations and make appropriate decisions in a timely manner to ensure the needs of patients, staff and the organisation are met.
- Maintain strong and collaborative working relationships with key internal and external stakeholders and collaborate with other GH at Home Clinical Navigators and the Primary and Community Care leadership team in relation to decision making.
- Assist management to identify cost effective and efficient approaches to managing resources and patients that include whole service patient flow.

- Participate in the improvement of patient flow resulting in improved LOS percentages and therefore increased NWAU funding.
- Participate in information and data management collection systems to assist in meeting both operational and strategic needs of the organisation.

Actively assist in expanding the program

KEY SELECTION CRITERIA

Qualifications

- Registered Nurse (RN) with current Australian Health Practitioner Regulation Agency (AHPRA) registration
- A valid Working with Children's Check (WWCC)
- A minimum of three years' experience in paediatric/neonatal nursing ensuring evidence-based practice
- A current, unrestricted driver's licence
- Postgraduate qualification in Paediatrics is desirable

Technical/Professional Knowledge and Skills

- Strong assessment, critical thinking and triage skills with the ability to respond to clinical needs/escalation and the prioritisation of care
- Ability to problem solve and make decisions in a variety of complex situations
- Demonstrated knowledge of professional standards of practice, legal and ethical requirements
- Demonstrated knowledge of organisational change management principles
- Demonstrated ability to use Information Communications Technology

Work Environment

- Demonstrated ability to work collaboratively and consultatively as part of a multidisciplinary team
- Ability to identify opportunities for quality improvement and process design

Personal attributes

- Demonstrated leadership skills and care management
- Ability to communicate effectively and appropriately with all major stakeholders both internal and external

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.
- 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 a 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.