

**Position Title:** Team Leader, Post Acute Care (PAC)

**Campus:** Ballarat

**Directorate:** Operations

**Department:** Clinical Hospital Without Walls

**Reporting to:** Manager, Hospital Without Walls (Virtual Care)

**Direct Reports:** Post Acute Care Coordinators  
Community Development Worker  
Post Acute Care Registered Nurses  
Post Acute Care Enrolled Nurses

**Appointment Terms/Conditions:**

**Classification and Code:** Clinical Nurse Consultant C

**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](http://www.grampianshealth.org.au).

| <b><i>Collaboration</i></b>   | <b><i>Compassion</i></b>  | <b><i>Accountability</i></b>  | <b><i>Respect</i></b>   | <b><i>Innovation</i></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. |

## **POSITION PURPOSE**

Grampians Health at Home, together with Post Acute Care and Grampians Watch, make up Grampians Health Hospital Without Walls. Grampians Health Hospital without Walls aims to maintain patient care across the continuum of patient needs by identifying early 'within walls' admitted patients who would benefit from 'without walls' care and provides care for patients at home, including provision of remote support through use of digital and virtual technology, and in partnership with health service partners including practice nurses and primary care.

The Post Acute Care (PAC) Program provides short-term services and support for patients who need extra help at home after a public hospital stay. The Team Leader, Post Acute Care, will lead the Post Acute Care team in coordinating the delivery and continuity of services for the patient/client following an acute or subacute admission. The role will work closely with range of clinicians and health care professionals, internally and externally, to complement and improve outcomes of care, systems, and services.

## **KEY ACCOUNTABILITIES**

- Lead and support PAC team to deliver safe, timely, and coordinated patient journeys, including treatment decision, discharge planning, service referrals and case conferencing.
- Provide expert clinical advice, ensure compliance with governance frameworks (NSQHS, AHPRA), and oversee risk management, incident reviews, and corrective actions.
- Develop and review referral pathways, foster relationships with external providers (community health, NDIS, aged care, regional networks), and represent PAC/HWOW in interagency meetings.
- Ensure patients, families, and carers receive timely education about treatment options, while promoting consumer-centred care.
- Promote a positive, collaborative team environment, oversee workforce needs (recruitment, rostering, supervision), and support professional development, mentoring, and training.
- Assist the Manager of HWOW in achieving financial, activity, and resource targets; contribute to reports, funding submissions, audits, and accreditation processes.
- Monitor KPIs (LOS, readmissions, patient flow, service utilisation, referral times), use data analytics to drive service improvements, and lead change management initiatives.
- Support digital health, telehealth, and remote monitoring; collaborate across Hospital Without Walls units to ensure integrated care pathways and continuous improvement.

## KEY SELECTION CRITERIA

### Qualifications and Experience

- Registered Nurse with current Australian Health Practitioner Regulation Agency (AHPRA) registration.
- Minimum five years post-registration nursing experience in diverse healthcare settings (acute, sub-acute, or community).
- Demonstrated supervisory/leadership experience in post-acute care, community nursing, discharge planning, sub-acute or integrated care (desirable)
- Valid, unrestricted Driver's Licence.
- Knowledge of regional after-hospital and community services.
- Post-graduate qualification (or working toward) in nursing, health services management, community health or related field (desirable).
- Experience with virtual care, telehealth, or remote-monitoring technologies (desirable).
- Good understanding of rural/regional health service delivery challenges (desirable).

### Technical knowledge and Understanding

- Advanced clinical reasoning and decision-making in complex situations.
- Demonstrated professional and clinical leadership skills and supervisory experience with commitment to continued professional development.
- Demonstrated experience and competence in clinical governance, quality improvement, risk management, and accreditation/compliance processes.
- Strong stakeholder engagement, collaboration and negotiation skills — liaising with hospital clinicians, community services, primary care, allied health, patients/carers/families.
- Strong commitment to high-quality, safe, person-centred care.
- Proven ability to manage human and financial resources — staffing, rostering, recruitment, leave, budgeting, skill mix & workforce management..
- Demonstrated high digital literacy and experience with patient management software.
- Experience navigating complex family dynamics, psychosocial challenges, or multi-service coordination.
- Knowledge of My Aged Care and relevant community services.

### Work Environment

- Established leadership experience — including building and sustaining positive team culture, supervising staff, mentoring and supporting professional development, and leading change.
- Experience or willingness to engage in service development, pathway design, quality improvement initiatives, and program evaluation.
- Knowledge of professional standards of practice, legal and ethical requirements and industrial relations.
- Highly developed time management and organisational skills. Personal attributes
- Demonstrated person centred, strength-based approach to working with people.
- Ability to work autonomously and as part of a collaborative multidisciplinary team.
- Excellent interpersonal and communication skills — verbal, written, for diverse audiences (patients, carers, clinicians, external providers)..
- Demonstrated flexibility, adaptability, resilience, and ability to work in dynamic, sometimes unpredictable or community-based environments (including after-hours, travel, home visits).
- Empathy, compassion, and a growth mindset.

## **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.