

Position Title: Emergency Department Care Co-ordinator

Campus: Ballarat

Directorate: Acute operations

Department: Emergency Department

Reporting to: NUM

Direct Reports: Nurse Unit Manager
Director of ED, Critical care and Patient experience

Appointment Terms/Conditions:

Classification and Code: Registered Nurse Division 1 Grade 4 (YW17 & YX11)

Enterprise Agreement: Nurses and Midwives (Victorian Public 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 Emergency Department Care Coordinator: This position is recognised as an experienced clinician who works with medical, nursing and allied health disciplines as well as other professionals within the Emergency Department and across all BHS sites including community programs and subacute sites. The primary purpose of the role is to ensure safe discharge planning for a broad section of clients including the elderly, clients with alcohol and drug issues, victims of family violence, homeless clients and those with psycho-social issues. The role provides clients and their families (where appropriate) a comprehensive holistic assessment of immediate and future needs and seeks to link clients into community services and or professionals to support them in the community. This leads to successful discharge destinations and decreases the risk of representation to the Emergency Department.

KEY ACCOUNTABILITIES

- Client identification and risk screening for assessment
- Holistic client assessment including social environment, functionality, networks and links, mobility, cognition, identified issues that impede safe discharge.
- Formulation of a client discharge plan. Referral and engagement of existing and or new service providers or professionals with accurate consent, communication and documentation of plan.
 - Facilitation of a collaborative model of client care and transition across all areas of BHS as indicated, providing a continuum of care.
- Provision of education and consultation around discharge planning and client care issues within the Emergency Department.
- Provide a point of entry for community programs within the Emergency Department for community based services.
- Compliance with all BHS Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Ballarat Health Services Infection Control Manuals.
- Participation in the BHS integrated risk management and quality improvement 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 Ballarat Health Services, 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 Ballarat Health Services.
- At BHS 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 BHS employees.

KEY SELECTION CRITERIA

Qualifications and experience

- A current Division 1 Registered Nurse with the Nursing and Midwifery Board of Australia (NMBA)

Technical/Professional Knowledge and Skills

- Demonstrated experience in assessment, care coordination and discharge planning.
- Demonstrated ability to work with complex needs and / or complex psycho-social needs.
- Demonstrated ability to work both independently and as part of a multidisciplinary team and to contribute to a positive team environment.

- Experience working with other services / teams, that promotes cooperation, collaboration and respect for each other's philosophy, priorities, knowledge, skills and experience.

Work Environment

Experience working with other services / teams, that promotes cooperation, collaboration and respect for each other's philosophy, priorities, knowledge, skills and experience.

Personal attributes

- High level clinical assessments skills and the ability to facilitate client goal setting and agreed outcomes.
- Demonstrated excellent interpersonal and communication skills, both written and verbal. Ability to liaise, negotiate and communicate with all staff including the multi-disciplinary teams, community agencies and the wider service system.
- Experience in dealing with conflict.
- Ability to demonstrate well developed organisational skills.
- Demonstrated ongoing commitment to professional development and supervision

Desirable

- At least 5 years post graduate nursing experience.
- Previous experience working within a community program or organisation.
- Previous experience working in an Emergency Department.
- Post graduate qualification.
- Experience using electronic referral systems including RIMS

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 by 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.