

Position Title: Intake and Triage Care Coordinator – Grampians Transition Care Program

Campus: Ballarat

Directorate: Aged and Community Care

Department: Transition Care Program

Reporting to: Transition Care Manager

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Registered Nurse YW11 or Allied Health Equivalent

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

Allied Health Professionals (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 Grampians Transition Care Program (TCP) facilitates the provision of 63 Commonwealth and State funded bed-based (residential) and home-based (community) beds across the Grampians region. TCP is a goal-oriented, time-limited program that targets older people at the conclusion of a hospital episode who require more time and support to complete their restorative process, optimise their functional capacity and finalise and access their longer-term care arrangements.

The TCP Intake and Triage Coordinator in collaboration with the TCP Team Leader will be responsible for the management of referrals to the TCP Program in accordance with the Transition Care Program Guidelines 2026. This includes the processes of triage, screening, liaison with referrers and the Aged Care Assessment Service, and entry to the program including the consent and client agreement process.

KEY ACCOUNTABILITIES

- Participates as a key member of the Grampians Health TCP team.
- Demonstration and of the values of Grampians Health.
- Supports the operational aspects of the TCP program within the scope of the TCP Guidelines, NSQHS, Aged Care Quality Standards, VINAH requirements and frameworks.
- Coordinates and manages the referral, triage and admission process for the TCP .
- Works collaboratively, provides information/education and develops relationships with internal and external stakeholders to promote timely access to TCP for patients who will benefit from the program.
- Provide expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a consumer centred model of care.
- Supports daily regional TCP bed management to drive and maintain occupancy targets
- Ensure complete documentation of the TCP intake and admission process in line with TCP Guidelines and Aged Care Quality Standards
- Escalate issues where required to the TCP Team Leader and/or Manager
- Build effective and collaborative working relationships within the multidisciplinary team's and with all key stakeholders to clearly communicate and establish shared goals.
- Contribute to continuous improvement of the Transition Care Program through participation in quality activities
- Monitor new developments through journal review, attend and present at relevant GH in-services and attend other relevant external educational opportunities

KEY SELECTION CRITERIA

Qualifications and experience

- A tertiary level qualification in Nursing or Allied Health and experience in a relevant role with current AHPRA Registration
- Proven skills in assessment, management, care planning, goal setting and discharge planning for people with complex medical, and and/or psychosocial needs

Technical/Professional Knowledge and Skills

- A thorough understanding of the principles of TCP and core objectives
- Advanced assessment, care planning and clinical reasoning skills
- Demonstrated commitment to continuing professional development
- High level computer skills

Work Environment

- Previous experience working in a multi-disciplinary team
- Experience in delivering community-based services or programs
- Demonstrated ability to meet agreed goals and timeframes in a rapidly changing environment.

Personal attributes

- High level communication, liaison, interpersonal and negotiating skills working with multiple stakeholders.

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 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.