

Position Title: Care Coordinator - HARP

Campus: Horsham

Directorate: Aged and Community Care

Department: Hospital Admissions Risk Program (HARP)

Reporting to: Complex Care Manger
Clinical Care Coordinator

Direct Reports: N/A

Appointment Terms/Conditions:

Classification and Code: Clinical Support Nurse

Enterprise Agreement: Nurses & midwives (Victorian Public Sector) (Single Interest Employer) 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	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 HARP Registered Nurse (RN) Care Coordinator provides support, care planning and care coordination to eligible clients and their carer's. The Care Coordinator acts as the central point of contact for all involved in the care of the client and will utilise specific nursing skills and experience to enhance client care, as well as drawing on other disciplines to ensure optimal care provision. The Hospital Admission Risk Program (HARP) supports people living with chronic disease, aged and/or complex needs who frequently use hospitals or are at risk of hospitalisation.

HARP services are patient-centered, based on meeting clients' individual needs, which can include physical and mental health, psychosocial, and environmental needs. HARP services include hospital-based and community-based services. Hospital Admission Risk Program services target people with high care needs, with a focus on chronic disease and complex conditions. HARP services include intensive community care coordination.

KEY ACCOUNTABILITIES

- Delivery of the HARP program in accordance with the HIP Guidelines and Care Coordination framework
- Improvement of patient outcomes
- Support integrated seamless care within and across hospital and community sectors
- Reduce avoidable hospital admissions and emergency department presentations
- Ensure/advocate for equitable access to health care
- Provide short-term Care Coordination for clients with chronic disease, complex needs and/or complex psychosocial needs
- Client centred assessment's, care planning and discharge planning based on individual goals
- Provision of education to support self-management and promotion of health behaviour change
- Early intervention, crisis/future planning, initiation of supports and services with a focus on integration of care
- Liaison with service providers, GPs and specialists as required
- Ensuring a multi-disciplinary approach
- Nursing specific interventions as required by the client's presenting issues. All care provision must be in line with contemporary nursing practice and comply with all legislation and nursing standards.
- Where necessary, undertake an advocacy role on behalf of clients and / or their carers
- Ensure complete documentation, including nursing interventions and care coordination interventions relating to the client's admission to the community program

KEY SELECTION CRITERIA

Qualifications

- Registered Nurse (Division 1) and current AHPRA registration
- Proven experience in the contemporary management and support of clients living with chronic disease, complex psychosocial, mental health or aged related conditions
- Previous experience working in primary or community care

Technical/Professional Knowledge and Skills

- High level skills in clinical assessment, care planning and treatment options and a demonstrated ability to apply this knowledge for a broad range of clients.
- Knowledge of and experience with motivational interviewing
- Previous experience working in a multi-disciplinary team.
- Demonstrated high level communication, interpersonal and problem-solving skills.
- Proven ability in managing difficult and challenging behaviours.
- Demonstrated ability to practice independently and interdependently.
- Experience with GP liaison and knowledge of referral pathways to other community providers.
- High level computer skills.
- Holder of a current Victorian Drivers' licence

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.