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| **Position Title** | Hospital Admissions Risk Program (HARP) Care Coordinator |
| **Position Number** | N5724 |
| **Department** | Community Nursing |
| **Classification** | Registered Nurse – Grade 3B |
| **Agreement** | [Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024](https://intranet.eghs.net.au/Files/Human%20Resources/Awards%20Agreements/Nurses%20and%20Midwives%20Agreement%20EBA%202020-2024.pdf) |
| **Reports to:** | Manager of Community Nursing |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The Hospital Admissions Risk Program (HARP) Care Coordinator, based in Ararat will facilitate the provision of care to people with Chronic and Complex illnesses in the Ararat Rural City catchment by providing clients and their families ongoing support, monitoring and co-ordinated care to reduce the risk of hospitalisation.

**Department / Unit Specific Overview**

Community Nursing is a part of the broader Community Services Department, which is located at the Ararat campus, we provide community nursing across the catchment area of Ararat Rural City. Community Nursing includes Palliative Care, District Nursing, Hospital In The Home, Hospital Admission Risk Program (HARP), Healthy @ Home and Home Care Package. Each program area aims to provide awareness and education which enables community members to have a better understanding of their own health issues and thus take greater responsibility for improving their own health outcomes.

HARP aims to prevent avoidable hospital presentations and admissions. HARP targets people with complex care needs that frequently use hospitals or are at imminent risk of hospitalisation and could benefit from coordinated care. This may include people with a chronic disease, conditions of ageing of psychosocial complex needs.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’.  We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Identify eligible people for the program and provide comprehensive assessments, ongoing support, care management and coordination of services in order to enhance the care and management of clients with chronic disease, conditions of ageing and psychosocial complex needs.
* Undertake the admission and discharge of clients according to funding guidelines and EGHS policies and procedures.
* Utilise a single point of contact process; referral and screening tools and pathways in line with statewide initiatives; generic assessment tools and effective case coordination systems
* Build and foster referral pathways with urgent care and acute staff.
* Work closely with allied health staff to support clients with their health care needs.
* Participate in Multidisciplinary team meetings and develop and co-ordinate shared care plans for clients who are accessing a range of EGHS services.
* Participate in the Allied Health and IPU morning meeting daily, and Willaura Health Care meeting weekly.
* Be responsible for accurate, complete and up-to-date care plans and documentation in line with EGHS policies and maintain documentation.
* Ensure that clinical practice and delivery of care is consistent with the Nursing and Midwifery Board of Australia Standards for Practice.
* Accept responsibility for own actions, recognises limitations in practice and abilities and seek input from more experienced clinicians and help as necessary.
* Prioritises workload based on needs, acuity and optimal time for intervention and provide leadership and coordination of work for less experienced staff
* Provide supervision and mentorship to students and less experienced staff in their ability to provide safe and effective care
* Contribute to and actively support the use of best evidence to deliver patient care
* Actively support the implementation of safety and quality initiatives
* Ensure that all patients, residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination

**Key Performance Indicators**

* Demonstrate a reduction in admission and readmission rates through practice, data collection and reporting
* Compliance with HARP guidelines and eligibility criteria as outlined in the Health Independence Program, ensuring programs are flexible and responsive to client needs
* Clinical practice and delivery of care is consistent with the Nursing and Midwifery Board of Australia Standards for Practice
* Meet agreed service delivery targets to support ongoing funding for the program

Key Selection Criteria

**Essential Criteria:**

* Registered Nurse in Victoria with current APHRA registration
* Extensive knowledge, skills and experience in client management and treatment of chronic disease, older people and people with a disability
* Understanding of the issues and concerns of frail, older people and their carers
* Knowledge of community services and resources, particularly related to chronic disease management
* Commitment to a high standard of personal appearance and conduct that is clean, neat, tidy, punctual and respectful in language and manner towards staff, patients, residents and visitors
* Demonstrated sound level of clinical nursing skills and ability to work safely and effectively within the designated area.
* Demonstrated excellent written and verbal communication, co-ordination and organisational skills
* Demonstrated ability to contribute and practice collaboratively as part of a multidisciplinary team
* Commitment to flexibility and innovation in practice including an evidence based approach to care
* Demonstrate excellent computer literacy skills for use within the designated area
* Current drivers licence

**Must comply to having or completion of:**

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)

**Desirable Criteria**

* Post-graduate qualification in a relevant field of nursing

**Acknowledgement**

Employee Signature:

Employee Name: Date:

Manager Signature:

Manager Name: Date:

**Developed Date:**

**Developed by:**

**Date of next Review:**