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| **Position Title** | Care Coordinator – Community Nursing |
| **Position Number** | N5988 |
| **Department** | Community Nursing |
| **Classification** | Commensurate with qualifications and experience |
| **Agreement** | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 - 2028 |
| **Reports to:** | Direct -Manager Community Nursing  Indirect – Director Community Services |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

Community Nursing Care Coordinators provide effective management and coordination of a clients home based nursing care including District Nursing, Hospital in the Home and Palliative Care. Coordinators are responsible for assessing program eligibility, service coordination, client assessment and review. Care Coordinators are the primary clinical contact person for all relevant stakeholders and oversee community nursing staff in the delivery of care.

**Department / Unit Specific Overview**

Community Nursing is part of the broader Community Services Directorate. Located at the Ararat campus, we provide community nursing primarily across the catchment of Ararat Rural City and into the neighbouring local government areas of Pyrenees and Northern Grampians for Palliative Care. Community Nursing includes District Nursing, Palliative Care, Post Acute Care, Hospital in the Home, Hospital Admission Risk Program (HARP), Breast Care and Assessment Services. Each service aims to provide awareness and education to enable consumers to better understand their health issues and thus take greater responsibility for improving their health outcomes.

**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 |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **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 |
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| **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 |
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| **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 (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS 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, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20(2023-27).pdf).

**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)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, 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 to 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. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* 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, consumers and visitors
* 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**

* Serve as the primary contact person for all relevant stakeholders of Community Nursing services.
* Establish and maintain contact with all Community Nursing staff.
* Coordinate and manage intake, assessment and review process to deliver services within legislative, policy and funding guidelines.
* Determine suitability of clients for home based nursing services.
* Encourage and implement adaptive flexible service provision to respond to clients’ changing needs.
* Coordinate care and communicate any changes to relevant staff using effective scheduling and communication tools.
* Actively participate in, and lead as appropriate, the transfer of critical clinical information for safe patient care.
* Advocate for clients who may be vulnerable and need of additional support services.
* Demonstrate accurate, complete and up-to-date documentation in line with EGHS policies and maintain a high documentation standard of all staff within the designated area.
* Identify and assist in the resolution of issues associated with client care including the need to escalate to bed based care if required.
* Maintain a safe working environment ensuring efficient use of skills to meet client needs.
* Participate in clinical governance activities as directed by the Manager of Community Nursing, including but not limited to activity reporting, clinical care auditing and quality improvement activities.

**Key Performance Indicators**

* *Demonstrates practice within the Vision, Purpose and Values of EGHS.*
* *Demonstrates leadership and application of knowledge to operate within the agreed budget for the Department and facility and the organisation’s Financial Management framework.*
* *Demonstrates understanding, application of knowledge and implementation of the organisation’s clinical governance framework to ensure the provision of high quality health care through continuous improvement.*
* *Demonstrates commitment to personal and professional development and participate as an active member of a team.*
* *Demonstrates knowledge and application of skills to ensure the organisation’s information management goals are met.*
* *Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees and consumers.*

Key Selection Criteria

**Essential Criteria:**

* Current registration with AHPRA as a Registered Nurse
* Strong understanding of community nursing programs and guidelines, specifically district nursing, hospital in the home and palliative care.
* Demonstrated commitment to the provision of holistic, client centred care that is underpinned by a wellness and empowerment philosophy.
* Demonstrated ability to contribute and practice collaboratively as part of a multidisciplinary team.
* Demonstrated ability to assess, plan and coordinate care for clients and their careers with complex medical, psychological and chronic illness.
* Commitment to flexibility and innovation in practice underpinned by an evidence based approach.
* Strong problem solving skills demonstrated through an ability to identify and resolve problems in a timely manager.
* Experience in managing teams.
* Strong verbal and written negotiation skills including negotiation and de-escalation of aggressive conversations.

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Overseas employment statutory declaration

**Desirable Criteria**

* Post graduate qualification in a nursing discipline, leadership or management or working towards the same.

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
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| Developed Date (MM,YY) |  |
| Developed By Name | Developed by Title |
| Date of next review (12 months) |  |