

# Position Description

Position Summary	
<b>Position Title</b>	Care Coordinator
<b>Program</b>	IMPAC
<b>Enterprise Agreement / Award</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employer) Enterprise Agreement 2020-2024 or its successor <u>or</u> Victorian Stand Alone Community Health Centres Allied Health Professionals Enterprise Agreement 2021-2022 or its successor
<b>Classification</b>	HITH/PAC Nurse Level 2 <u>Or</u> AHP1 Grade 2
<b>Reports To</b>	Program Manager, Inner Melbourne Post Acute Care Program
<b>Ordinary Location</b>	23 Lennox Street, Richmond, VIC
<b>Immunisation Requirements</b>	Category A

Organisation Profile
<p><b>North Richmond Community Health (NRCH)</b> is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.</p> <p>NRCH provides a range of medical, allied health, dental and community services and alcohol and other drug services to clients from all backgrounds to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.</p> <p>NRCH recognises that secondary (vicarious) trauma in the case of front-line workers is a real risk. In addition, we recognise that the need for guidance for staff whose work may put them at risk of secondary (vicarious) trauma. We also take note of ongoing research on this issue.</p> <p>Website Information: <a href="http://www.nrch.com.au">www.nrch.com.au</a></p>
Position Purpose
<p>This position sits within the Health Independence Program (HIP) suite of services that are delivered across St Vincent's Health Melbourne (SVHM) and North Richmond Community Health (NRCH).</p> <p>Post Acute Care (PAC) is funded by Department of Health and assists clients to recuperate at home following discharge from a public hospital.</p> <p>The Care Coordinator is the primary contact for clients, assisting them navigate the service system. PAC has a flexible service delivery model enabling the program to provide a responsive service which includes:</p> <ul style="list-style-type: none"> <li>care coordination</li> </ul>

- flexible funding to purchase a wide range of health and community services and provision of clinical care by program staff when necessary

### Key Responsibilities

To assess needs, identify risks, coordinate care and facilitate appropriate supports for clients who are recruited to the post acute care program. Key activities include:

- Intake, screening and assessment;
- Liaise with clients, their carers/families, hospital clinicians and other community service providers;
- Develop care plans with clients, then engage a range of clinical and in home support services;
- Provide home and/or centre based clinical services to clients, as required;
- Review and monitor client care plans;
- Advocate on behalf of the client and make referrals to other agencies; as required
- Convene and/or participate in case conferences, discharge planning and family meetings;
- Liaise with community agencies to ensure a smooth transition to long term care;
- Maintain electronic client record and documentation for clients under care (using The Care Manager);
- Build relationships with key stakeholders including other Health Independence Program services, hospital staff and community agencies;
- Participate in organisational, team and HIP quality improvement activities;
- Make a positive contribution to the functioning of the role and the team by active participation in training, team meetings and other initiatives;
- Promptly report adverse clinical and service related situations that may place the client, the program or North Richmond Community Health Limited at risk;
- Comply with privacy and confidentiality policies at all times;
- Comply with Health Independence Program Guidelines (DH)

## KEY SELECTION CRITERIA

### Qualifications

Essential	<ul style="list-style-type: none"> <li>• Relevant Tertiary Qualifications (RN or Allied Health Clinician), and current AHPRA registration</li> <li>• Current Victorian Drivers Licence</li> </ul>
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### Experience

Essential	<ul style="list-style-type: none"> <li>• A minimum of 5 years' experience as RN or allied health clinician</li> <li>• Demonstrated related clinical experience and an understanding of both the acute hospital setting and community service systems;</li> </ul>
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	<ul style="list-style-type: none"> <li>• Experience working with people with complex issues in a health setting (including homelessness, drug and alcohol, mental health, dementia, chronic disease);</li> <li>• Demonstrated ability to work with people from culturally, linguistically and socially diverse backgrounds;</li> </ul>
Attributes, Qualities and Skills	
Essential	<ul style="list-style-type: none"> <li>• Excellent organisational and time management skills including the ability to manage own workloads, identify priorities and meet deadlines;</li> <li>• Demonstrated ability to identify issues and solve problems;</li> <li>• Demonstrated ability to maintain professional relationships with clients, colleagues, and other services;</li> <li>• High level of computer proficiency including MS Office suite</li> </ul>
Desired	<ul style="list-style-type: none"> <li>• Ability to speak a community language</li> </ul>

### Required Competencies, Core Values and Behaviours

#### Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

#### Problem solving:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

#### Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.
- Actively participates in team activities.
- Performs own roles and responsibilities efficiently to contribute to the program and organisation's objectives
- Seeks feedback to ensure work is consistent with expectations.
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

#### Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

**Community Focus:**

- Is sensitive to communities' heritage, traditions and identity.
- Develops the knowledge and skills needed to provide quality client care.
- Maintains basic awareness of current community issues.

**Personal:**

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the line manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

**All NRCH appointments must:**

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.

- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

#### Further Information

For enquiries relating to this position, contact

Sue Senewiratne, Program Manager, Inner Melbourne Post Acute Care Program

Tel: 9418 9954

Email: [sues@nrch.com.au](mailto:sues@nrch.com.au)

#### Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
<b>I = Infrequent</b>	Activity may be required very infrequently
<b>O = Occasional</b>	Activity required occasionally, not necessarily all shifts
<b>F = Frequent</b>	Activity required most shifts, up to 50% of the time
<b>C = Constant</b>	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
<b>N/A = Not Applicable</b>	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks		x			
Walking	Periods of walking required to perform tasks		x			
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)		x			

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE		x			

## Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Policy. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Refer to the NRCH Staff Immunisation Program Procedure document for further details.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

**I understand and have read the above Position Requirements and hereby declare that I am:  
Suitably qualified and experienced to undertake these duties described herein; and physically  
able to undertake the duties herein described without modification.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_