

Position Description

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| Position Title | Care Coordinator, Short Term Restorative Care |
| Position Number | 30025985 |
| Division | Community and Public Health Services |
| Department | Community Services |
| Enterprise Agreement | Allied Health Professionals (Victorian Public Health Sector) Single Enterprise Agreement or Nurses and Midwives (Victorian Public Sector) Single Enterprise |
| Classification Description | Various |
| Classification Code | Various |
| Reports to | Team Leader CCS |
| Management Level | Non Management |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Community & Continuing Care Division

The **Community and** Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Community Care Services Department

Community Care Services conducts a high-quality care coordination service across the Loddon Mallee region. Case coordination supports people who are frail aged and younger people with a disability and their carers to live independently in the community.

The service provides individual case coordination to consumers which may include the purchase of additional supports such as care, services & equipment to complement the case coordination role.

The program provides:

- Support coordination for people with disability (under National Disability Insurance Scheme (NDIS)).
- Care Coordination for home Care package Consumers (Support at Home) .
- Home and Community Care Program for Younger People (HACCPYP).

The Position

The Short-Term Restorative Care (STRC) program is provided across Bendigo, Castlemaine and Rochester.

Short term restorative care provides early intervention care that aims to optimise the functioning and independence of older people and/or slow functional decline.

STRC is an 8-week program delivered as a multidisciplinary package of services and assistance which may include allied health and nursing services, personal and domestic assistance, and provision of assistive technologies and minor home modifications to enable older people to regain independence and autonomy.

The position will support people to enter into a Flexible Care Agreement with Bendigo Health to provide the STRC program.

This position is responsible for co-developing, implementing and reviewing a care plan with the participant throughout the 8-week episode. Coordination of referrals and services as agreed under the care plan and responsibility for relevant reporting associated with the program is a requirement of the position

Under the new Support at Home program through Commonwealth Aged Care, STRC will become Restorative Care. This role will support the team in delivering the newly adapted restorative care model from July 01, 2025.

Responsibilities and Accountabilities

Key Responsibilities

Support the implementation of the new restorative care pathway as a part of Support at Home within Community Care Services Team.

Intake

- Ensure consumer understanding of Flexible Care Agreement and restorative care program

Assessment

- Work autonomously in the community with consumers to identify consumer goals and develop time limited care plans with consumer

Coordination

- Coordinate referrals to other services, and coordinate case conferences with service providers and General practitioner/Geriatrician to meet goals identified
- Manage client brokerage budget and ensure purchase orders in place to support the care plan goals

Review

- Coordinate responsive review approach and flexible response to best meet consumer goals throughout the eight-week program, and referrals on discharge as appropriate
- Record relevant information in client files, and prepare necessary reports and documentation.
- Manage timeline for program completion

Community

- Promote collaborative partnerships between service providers, both internal and external, and, where appropriate attend relevant meetings.

Service Planning and Coordination

- Contribute to identifying service gaps and unmet needs
- Active involvement and/or representation in program meetings and actions generated
- Participate in planning and development of innovative services to meet the needs of consumers within the guidelines of the STRC program
- Facilitate referrals to other services as required such as My Aged Care

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

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 socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. University or equivalent qualification in nursing or allied health with current registration with, and/or professional membership of, relevant professional body as required
2. Experience in case management.
3. Demonstrated understanding of Short-Term Restorative Care program
4. Experience and demonstrated understanding of reablement and restorative care principles
5. Demonstrated commitment to working in a multidisciplinary team recognising and respecting the contribution of all team members
6. Demonstrated ability to communicate effectively across client, community and professional groups inclusive of skills to negotiate and manage conflicts which arise
7. Flexibility to operate in an environment of change and continuous improvement
8. Demonstrated high level computer skills including word processing, data entry, emails and an ability to adapt to changing ICT demands. Use of mobile devices in the field is required.
9. Demonstrated ability to manage time and prioritise competing demands
10. Demonstrated commitment to professional development

Desirable

1. Experience working as a Care coordinator within the aged care sector

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.