

# Position Description

Position Title	Access and Intake Officer, Hospital in the Home (HITH)
Position Number	30005302
Division	Clinical Operations
Department	HARP PAC Community Health and Diabetes Education/ HITH
Enterprise Agreement	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement for 2024 - 2028
Classification Description	Registered Nurse HITH PAC L2
Classification Code	YW15
Reports to	Manager HARP PAC Community Health and Diabetes Education/ HITH
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 5,000 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.

## The Community and 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 Continuing Care Department

The Continuing Care Services Division provide a wide range of services to patients/clients and their families across the Loddon Mallee Region.

Our services include:

- Rehabilitation & Geriatric Medicine
- Palliative Care
- Residential Care
- Specialist Clinics
- Outpatient Rehabilitation Service
- Hospital in the Home
- Community Programs
- Community Dental Services
- Health Promotion
- Pastoral Care
- Volunteer Services
- Aboriginal Hospital Liaison

- Diversity
- Community Participation
- Allied Health

## The Hospital in the Home team

HITH provides acute nursing therapy to patients in the community as a substitution for care otherwise provided in the inpatient setting. The program aims to reduce the inpatient length of stay and improve the utilisation of the acute resources by offering home-based health care.

HITH patients remain under the care of Bendigo Health and their respective medical team and are an inpatient of Bendigo Health whilst in the program.

## The Position

Registered Nurses are an important member of the health care team at Bendigo Health. This position is responsible for working collaboratively with team members to provide high quality care to patients/ clients and residents. The incumbent must operate within their scope of practice for the setting and specialty, and deliver care in accordance with best practice standards. They will also display a personal approach which is positive, respectful, collaborative and helpful.

As an Intake Officer, your role is to assess, coordinate and manage HITH patient admissions. You will operate under a care coordination model, liaising with in-patient units, specialist roles and community organisations to ensure both patient management and discharge planning is efficiently and effectively implemented. Your role requires autonomous decision making and demonstrated leadership. You will role model leadership, direction and support to the HITH Nurse Clinicians and work with the Nurse Manager.

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## Responsibilities and Accountabilities

### Key Responsibilities

#### Direct clinical care:

- Assess health status and suitability of eligible clients
- Enable timely access to HITH service and efficient patient flow
- Provide therapeutic intervention that is person centred and guided by evidence based practice to promote optimal health status
- Implement a goal directed care planning process that facilitates client empowerment and commitment to active participation in their healthcare
- Work co-operatively as part of a multidisciplinary team recognising expertise and contribution of all team members, collaborating in treatment and referral to other services as necessary
- Collaborate with local service providers, including health and community services, to ensure best outcomes and care for clients and their carers

- Actively manage the care of all HITH patients, ensuring that they continue to meet the acuity requirements of the service
- Actively participate in regular case conferences with other members of the team, assisting in decision making regarding treatment goals and care plans
- Actively maintain own clinical knowledge and skills; at times supporting service provision by providing direct patient care
- Maintain accurate and timely documentation

### **Organisational Responsibilities:**

- Maintain confidentiality in regard to patients and staff at all times, ensuring professional and respectful communication of patient information
- Promote an awareness and understanding of the HITH service to other clinical areas
- Active involvement and/or representation in program/departmental meetings and actions generated therein
- Assist in the clinical teaching/supervision and evaluation of undergraduate nursing students when required
- Participate in the orientation of staff as directed by the Nurse Unit Manager or delegate
- Mentor or preceptor staff as directed by the Nurse Unit Manager or delegate
- Participate in staff development and training as required
- Maintain accurate records, statistics and reports as needed
- Participate in service development and quality improvement as required
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself
- Participate actively in projects and research activities when required
- Other duties as determined by Nurse Unit Manager or delegate

## **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. Registered as a Registered Nurse with the Nursing and Midwifery Board of Australia via the Australian Health Practitioner Regulation Authority (AHPRA)

### Desirable

2. A minimum of five years' experience in nursing, within the acute or community setting with a highly developed ability to undertake clinical assessment and/or clinical interventions
3. High level of written and computer literacy skills embracing health technologies and informatics
4. Demonstrated clinical knowledge, skills and or experience relevant to HITH services these include but are not limited to : IV cannulation, PICC and Porta Cath care management and maintenance, infusion Pump set up and VAC dressing application and management

5. Proven people and communication skills including relationship building, cooperation, conflict resolution, influencing others and facilitating open discussions
6. Demonstrated organisational and problem solving skills and an ability to prioritise, set goals and objectives and meet deadlines
7. Demonstrated self-motivation and the ability to motivate others
8. Ability to initiate and manage change
9. Demonstrate a flexible approach to changing demand

## 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.*