Position Description

Position Title	Clinical Coordinator – Older Persons Care Hub
Position Number	30011939
Division	Community and Continuing Care
Department	Community Allied Health Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Occupational Therapist or Physiotherapist Grade 4 Year 1 - 4
Classification Code	VG14 – VG17 or VB24 – VB27
Reports to	Manager – Community Allied Health Services
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Clinical Coordinator, Older Persons Care Hub, provides clinical leadership in the development, coordination and delivery of integrated care services that improves outcomes for older people living in the community and reduce avoidable emergency department presentations and hospital admissions through enhanced access to coordinated community-based care.

The position utilises applies advanced clinical reasoning, comprehensive geriatric assessment and extensive specialist clinical decision-making to evaluate the interaction of multiple geriatric syndromes and associated risks, developing coordinated care plans that support safe community-based management and reduce avoidable hospital utilisation.

The Clinical Coordinator takes a lead role in multidisciplinary care planning and collaborates with patients, carers, medical practitioners, nursing, allied health and community services providers to determine and implement appropriate care pathways. The position acts as a key point of clinical consultation and coordination across multiple services and stakeholders, ensuring effective communication, timely intervention and continuity of care.

The role contributes to the development, evaluation and continuous improvement of models of care, clinical pathways and service delivery initiatives that improve outcomes for older people, strengthen integration across the health system and support alternatives to emergency department presentation and hospital admission.

Responsibilities and Accountabilities

Key Responsibilities

The key responsibilities and duties of the Clinical Coordinator – Older Persons Care Hub include, but are not limited to:

Key Responsibilities	Demonstrated by
1. Provision of care	• Work independently within approved scope of practice to provide safe, evidence-based care according to organisational policies and protocols in order to achieve optimal care • Provide extensive specialised knowledge advice or guidance to other clinicians, consulting with supervisor and/or manager to escalate concerns, risks, clinical complexity and barriers where required • Lead/oversee high-performing clinical teams, and provide highly specialised advice to other employees or staff in their profession/discipline or other disciplines including secondary consultation • Set the standard for workload prioritisation, using extensive specialised clinical reasoning, to ensure timely and responsive management of referrals and waitlists, in collaboration with the team as required

	• Lead others to prioritise and fairly distribute workloads, developing systems that respond to changes in clinical demands as required • Document in the medical history consistent with relevant Bendigo Health procedures and departmental requirements • Complete required program reporting and statistical records for client – related and other activities within specified timeframes. • Demonstrate specialised knowledge and sensitivity to ethical and cultural issues and vulnerable population groups and integrate this into practice.
2. Collaborative practice	• Work collaboratively with clients, their families and other stakeholders to establish a client focused multidisciplinary management plan, consistent with currently accepted professional standards of practice and evidenced based practice • Work collaboratively with the multidisciplinary team to deliver safe consumer-focused care, providing extensive specialised knowledge to health professionals and agencies internal and external to Bendigo Health regarding clinical management • Provide clinical handover to ensure patient care is maintained • Facilitate the smooth transition of clients through the health care system, collaborating and liaising with relevant services to ensure continuity of care for individual clients and their families.
3. Quality, innovation and improvement	**Innovation and change** • Initiate, lead and contribute constructively to evidence based clinical care, new ideas or change processes within the organisation • Demonstrate strategic leadership in developing clinical care pathways and models of care across the continuum • Investigate the use of new healthcare delivery models and champion their adoption, to address contemporary healthcare problems as required. **Quality improvement and research** • Develop quality and research agenda as required • Create a culture with a strong focus on the relationship between clinical care, evidence base translation and research • Conduct and collaborate in healthcare research and quality improvement activities • Supervise others in the completion of research and quality improvement as required • Lead the translation of evidence into practice, including identifying clinical practice gaps, implementing and evaluating evidence-based care • Use expert knowledge to assist in the development of relevant unit business and quality plans, policies and protocols, underpinned by best available evidence, data analysis and client feedback.

	Safety and risk management • Carry out compliance and improvement against the key elements of quality, safety and accreditation requirements as directed • Observe safe working practices and as far as able, protect own and others' health and safety • Lead and contribute to designated evaluation of service provision and risk management and assist in modification of service delivery practices in line with current evidence-based practice, data analysis and customer feedback. • Develop guidelines, processes and auditing to ensure documentation is consistent with Bendigo Health procedures and departmental requirements.
4. Professional conduct	• Demonstrate excellent oral and written communication skills • Recognise issues that may lead to conflict, constructively addressing issues as they arise, and where required escalating for advice and resolution in line with Bendigo Health procedures and values • Constructively manage disagreements about values, roles, goals and actions that arise in line with Bendigo Health procedures and values • Display professionalism and excellent interpersonal skills • Demonstrate understanding of own personal and professional limitations, as well as the multidisciplinary team's scope of practice, and escalate as required • Adhere to profession specific guidelines of professional practice • Participate or lead in any program working parties, expert advisory committees or external forums as directed • Assume responsibility for relevant administrative portfolios or leadership roles as required • Work with operational and professional managers, or their delegates, to ensure that adequate time is allocated for non-clinical responsibilities such as participating in and providing clinical supervision, education, quality improvement and research, delegated portfolios, and attendance at meetings and committees.
5. Learning and Development	• Develop and oversee orientation and induction processes for staff and students • Provide supervision, training, teaching and mentoring of students, Grade 1, 2 and 3 staff, and other clinicians as required • Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol • Model a commitment to lifelong learning and evidence based practice, as reflected by extensive specialist knowledge in clinical area of expertise • Influence and shape professional development agenda for profession and specialty, utilising internal and external networks and include cross-discipline education

	• Develop, deliver and lead extensively specialised professional development in area of expertise • Use self-reflection techniques effectively to enhance care provision and promote and lead reflective practice • Complete all mandatory training and professional development requirements • Support the recruitment and management of staff and defined resources, in accordance with Bendigo Health Strategic Directions, operational plans and professional practice to ensure quality and activity targets are met.

Required Capabilities for Allied Health

Further to the key responsibilities outlined in this position description, Allied Health staff are required t**o** demonstrate the capabilities outlined in the Bendigo Health Allied Health Grade Level Capabilities.

Key Selection Criteria

Essential

1. Current registration with the Australian Health Professionals Regulation Agency or eligibility for registration with relevant professional body and ability to satisfy the requirements of the Bendigo Health Allied Health Credentialing and Professional Standards document
2. At least 10 years' relevant healthcare experience in a hospital or community setting.
3. Demonstrated specialist knowledge and skills and significant experience in the provision of care to older people to achieve best practice clinical standards, including complex systems navigation and discharge planning
4. Demonstrated leadership in innovative approaches to problem solving for individual consumers and/or service delivery, using extensively specialised clinical skills or knowledge
5. Exceptional relationship and stakeholder management skills and experience

Desirable

6. Post graduate qualifications in relevant clinical field
7. Demonstrated experience in identifying need for change and leading others through this process, using extensive specialised knowledge
8. Demonstrated specialist knowledge and sensitivity to ethical and cultural issues and vulnerable population groups and integrate this into practice
9. Demonstrated flexibility and willingness to shift focus when priorities or circumstances change and adapt to new / different ways of doing things
10. Demonstrated emotional intelligence, particularly in stressful situations including responsibility for own actions and behaviours including knowledge of how they impact on self and others

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**

- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.