

Position Description

Position Title	Senior Care Coordinator
Position Number	30026012
Division	Community and Continuing Care
Department	Community Care Services
Enterprise Agreement	Victorian Public Health Sector
Classification Description	Dependent on classification
Classification Code	RN Clinical Nurse Consultant A, or Allied Health Grade 2 Year 4
Reports to	Program Manager, Community Care Services
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

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 Services Department

The Community Services Team comprises Aged Care Assessment Services, Community Allied Health Services, Community Care Services, Carer Support Services, Community Nursing Services and the Referral Centre.

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

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

The program provides:

- Care coordination for Home Care Package (HCP) consumers
- Short Term Restorative Care program
- Home and Community Care Program for Younger People (HACC PYP)
- Support coordination to people with disability under National Disability Insurance Scheme (NDIS)
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The Position

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This position will provide leadership, as part of the management team, to facilitate and coordinate the delivery of high quality, best practice service provision to people with complex needs and older people living in the community, in a timely and responsive manner.

The Senior Care Coordinator will:

- Provide Care Coordination and Case Management for complex clients, or clients with clinical needs
- Provide ongoing clinical support and supervision to Care Coordinators
- Develop and foster collaborative relationships across the health service and community sector to provide high quality care provision
- Participate in and contribute to the Community Care Services Management/Senior Care Coordinator meetings and feedback to the Management Team meeting

Responsibilities and Accountabilities

Key Responsibilities

- Provide Care Coordination and Case management for complex clients as delegated by the team leader
- Assist with recruitment of staff
- Assist with the orientation and mentoring of new staff
- Provide secondary consultation and/or dual care coordination for complex clients
- Provide clinical support and advice to Care Coordinators
- Through supervision, assist and mentor Care Coordinators to manage their workload and to support complex clients
- Provide formal and informal supervision of staff and identify potential performance issues and report to Team Leader
- Provide input and engagement with quality team
- Actively participate in Peer support, duty roster and coverage for peers as required
- Provide leave cover for other SCCs and Team Leaders as required

Organisational Responsibilities

- Support staff practice as per legislative requirements, BH policies and procedures and business rules
- Identify, consult, implement and lead change management practices
- Act as a conduit for feedback between Management Team, Care Coordinators and consumers
- Ensure up to date knowledge with Commonwealth and State funding structures
- Identify and action issues as per best practice standards
- Be adaptable and flexible in workload arrangements
- Maintain and encourage a high level of skills.
- Be responsive to the changing requirements of the team, facilitating optimum communication pathways.

- Assist in ongoing quality improvement processes
- Maintain an interest in, and have a general understanding of the strategic direction of Bendigo Health and relevant health care reforms
- Promote collaborative partnerships between service providers, both internal and external, and where appropriate attend relevant meetings

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

- Relevant tertiary clinical qualification recognised in Australia, Registered Nurse or Allied Health clinician (including current registration with the Australian Health Practitioner Regulatory Agency (AHPRA) or equivalent body)
- Substantial clinical experience in care coordination in the areas of aged, community care and/or disability
- Highly developed communication and interpersonal skills, both written and verbal, including liaison and negotiation skills
- Demonstrated ability to problem solve in a variety of situations
- Sensitivity to the needs of clients from diverse backgrounds
- An ability to manage time, set priorities and meet deadlines
- Flexibility to operate and provide leadership in an environment of change and continuous improvement
- Establish and maintain appropriate professional boundaries
- Understanding and skills in budget management
- Demonstrated skills in supervision, leadership and change management

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.

National Disability Insurance Scheme (NDIS) Check Where applicable, completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

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.