

Position Description

Position Title	Cardiac Care Coordinator
Position Number	30008749
Division	Clinical Operations
Department	Cardiology
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Clinical Nurse Consultant B
Classification Code	ZI4
Reports to	Cardiology Manager
Management Level	Non Management
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 • 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 Cardiac Care Coordinator Nurse is responsible for coordinating and facilitating the care of patients requiring tertiary cardiac and cardiothoracic services. Acting as the central point of contact, the role ensures seamless patient navigation through complex referral pathways, provides ongoing clinical surveillance and education, and supports continuity of care across regional and metropolitan health services. The position works collaboratively with multidisciplinary teams at Bendigo Health and tertiary referral centres to optimise patient outcomes and ensure timely access to specialist care.

Responsibilities and Accountabilities

- **Coordinate Access to Specialist Cardiac Services**
Ensure timely patient access to tertiary cardiology and cardiothoracic services, facilitating progression through referral, assessment, treatment, and follow-up pathways.
- **Manage Patient Readiness and Care Coordination**
Oversee completion of required investigations, documentation, and pre-operative assessments to support referral acceptance, procedural readiness, and continuity of care.
- **Provide Clinical Liaison and Escalation Support**
Act as a primary point of contact for patients and clinicians, maintaining effective communication and appropriately escalating clinical concerns to relevant healthcare providers.
- **Support Multidisciplinary Care Planning**
Coordinate cardiac and cardiothoracic multidisciplinary team (MDT) meetings and facilitate communication and implementation of MDT recommendations.
- **Maintain Collaborative Partnerships and Clinical Records**
Foster effective working relationships across internal and external healthcare services while

Key Responsibilities

- **Coordinate Tertiary Cardiac Referrals and Patient Pathways**
Manage referrals to tertiary cardiology and cardiothoracic services, ensuring timely progression through assessment, treatment, surgical, and follow-up pathways.
- **Manage Patient Readiness and Ongoing Clinical Monitoring**
Coordinate pre-operative investigations and assessments, provide clinical surveillance of patients awaiting treatment, and escalate concerns to appropriate healthcare providers when required.
- **Provide Patient Education and Support**
Deliver comprehensive education to STEMI patients and individuals undergoing cardiothoracic surgery, ensuring understanding of their diagnosis, treatment plan, referral process, and ongoing care requirements.
- **Coordinate Multidisciplinary Care Planning**
Support the organisation and administration of tertiary cardiac and cardiothoracic MDT meetings, including case preparation, documentation, communication of outcomes, and follow-up of agreed actions.
- **Maintain Clinical Governance, Documentation, and Service Improvement**
Maintain accurate patient records and referral databases, foster effective collaboration with

internal and external stakeholders, and participate in quality improvement initiatives to enhance patient outcomes and service delivery.

Key Selection Criteria

Essential

1. **Registered Nurse Qualification and Cardiac Experience**
Current registration as a Registered Nurse with AHPRA, with demonstrated experience in cardiology, coronary care, cardiac rehabilitation, or a related specialty managing complex patients.
2. **Advanced Clinical Assessment and Care Coordination Skills**
Proven ability to assess, monitor, and respond to patient deterioration, coordinate complex care pathways, and appropriately escalate clinical concerns.
3. **Specialist Cardiac Knowledge**
Sound understanding of cardiology and cardiothoracic patient pathways, referral processes, and the provision of specialist clinical advice and support to patients, families, and the multidisciplinary team.
4. **Exceptional Communication and Stakeholder Engagement**
Highly developed communication, teamwork, and relationship-building skills, with the ability to collaborate effectively across multidisciplinary and external healthcare teams.
5. **Organisational, Education, and Digital Proficiency**
Demonstrated ability to work autonomously, manage competing priorities and complex caseloads, provide high-quality patient education, and effectively use Microsoft Office and electronic clinical systems.

Desirable

6. **Relevant Postgraduate Qualification**
Postgraduate qualification in Cardiac Nursing or a related specialty area.
7. **Tertiary Referral Coordination Experience**
Demonstrated experience coordinating referrals and patient pathways across tertiary health services.
8. **Knowledge of Cardiothoracic Surgical Care Pathways**
Understanding of cardiothoracic surgical referral processes, pre-operative requirements, and patient preparation for tertiary care.

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.