

Position Description

Position Title	Care Coordinator
Position Number	30009738
Division	Clinical Operations
Department	Patient Access and Demand
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) Single Interest Employers Enterprise Agreement 2021 - 2026 Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Allied health professional – Grade 3 RN or ANUM Year 1 or Year 2
Classification Code	Dependant on qualification
Reports to	Access & Demand Manager
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 - Working with Children Check - National Disability Insurance Scheme (NDIS) 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

The NDIS Care Coordinator performs a lead role with the responsibility to coordinate and enable the safe and timely discharge of National Disability Insurance Scheme (NDIS) participants from the hospital environment of Bendigo Health to the community. Safe and timely hospital discharge is essential to achieving positive outcomes for those who are new or existing participants of the NDIS program.

Working in partnership with clinical treating teams at Bendigo Health, NDIS participants, NDIA, NDIS planners known as Hospital Liaison Officers (HLO), Support Coordinator (SC) providers, health service-based disability liaison officers and community accommodation providers.

- Support effective and timely referrals to NDIS HLO
- Build relationships between Bendigo Health, NDIS participants and NDIA planners and Health Services NDIS Interface Reference Group.
- Build relationships between Bendigo Health and community NDIS providers.
- Knowledge of NDIA referral process, consent of information sharing and
- Support patients and families to navigate access to NDIS or a change in circumstance to current NDIS participants to enable timely transition from hospital into the community.
- Preservation of data dashboard of NDIS participants who are inpatient at Bendigo Health, and monitor participant's progress.
- Coordination of presentations of nominated inpatients to NDIA and Acute Health case conference of the delayed discharge of a discharge ready NDIS participant from hospital.
- Reporting of inpatient delayed discharge data to Department of Health.
- Escalation of delayed processes of NDIS participants to Critical Service Issues Response (CSIR) and follow up response with NDIA
- Reduce length of stay for inpatients whose next place of care is NDIS or RACF

Responsibilities and Accountabilities

Key Responsibilities

- Provide leadership and direction to ensure alignment with the organisation's strategic goals.
- Oversee effective case management of NDIS inpatients to support timely and safe discharge to the community.
- Lead, coach, and support the team to deliver on organisational objectives and foster a culture of service excellence.
- Contribute to strategic and operational planning by setting, monitoring, and achieving measurable team targets.
- Ensure compliance with financial delegations, reporting requirements, and relevant legislative standards (quality, risk, and OH&S).
- Analyse and interpret clinical and non-clinical data to inform decision-making and drive service improvements.
- Identify and implement innovative solutions to enhance systems, processes, and service outcomes.
- Build a high-performance team through effective communication, coaching, mentoring, and regular performance reviews.
- Address performance issues promptly and constructively to maintain accountability and engagement.
- Promote collaboration, resolve conflict, and maintain positive team morale.
- Coordinate and oversee discharge planning for NDIS inpatients to ensure safe, timely transitions to appropriate community settings.

- Conduct risk screenings for home discharge, including assessments of social isolation and family violence risk.
- Coordinate community referrals, discharge supports, and transport arrangements in collaboration with patients, carers, and families.
- Maintain accurate and timely documentation in accordance with organisational policies and reporting requirements.
- Engage regularly with internal teams, patients, carers, and external NDIS stakeholders to facilitate proactive discharge planning.
- Utilise patient management systems to prioritise patient flow and support efficient discharge processes.
- Participate in ward rounds and clinical handovers to ensure effective communication and continuity of care

Key Selection Criteria

Essential

1. Maintain compliance with the Bendigo Health Allied Health Credentialing and Professional Practice Standards policy or Nursing annual requirements
2. Previous clinical experience in emergency, acute/subacute inpatient and/or community programs, including complex discharge planning skills
3. Compliance with mandatory COVID-19 vaccination requirements for healthcare workers and fit testing

Desirable

4. Experience in the provision and leadership of high quality, patient-centred allied health or nursing services as a part of a multi-disciplinary team in inpatient settings
5. Demonstrated understanding of Acute Health service delivery, including the demands associated with patient access and flow, and how this impacts on allied health and nursing
6. Demonstrated understanding of how each clinical discipline contributes to patient care in an inpatient setting
7. Demonstrated high level of clinical reasoning skills
8. Experience in high level quality improvement or research projects and related activities such as data collection
9. Demonstrated ability to provide supervision and direction and clinical teaching to staff and students
10. Demonstrated ability to communicate effectively with a diverse range of stakeholders
11. Demonstrated ability to be self-motivated, with demonstrated high level skills in problem solving and time management

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.
- 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.