

Position Description

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| Position Title | Discharge Navigator |
| Position Number | 30011040 |
| Division | Clinical Operations |
| Department | Patient Access and Demand |
| Enterprise Agreement | Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 |
| Classification Description | Clinical Nurse Consultant B or Allied Health Grade 3 |
| Classification Code | Z14 or Allied Health Grade 3 |
| Reports to | Manager Patient Access and Demand |
| Management Level | Non Management |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |
| Mandatory Requirements | <ul style="list-style-type: none"> • 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 Discharge Navigator role is a key driver in helping to facilitate timely care and patient flow through the hospital. This role will operate over 7 days to include weekends and provide support across all acute medical wards at Bendigo Health.

The Discharge Navigator role (Registered Nurse or Allied Health Professional) assists with access and flow for daily capacity management by early identification and prioritisation of patients with a planned discharge in the next 48 hours.

This position reports into the Access and Demand Manager and works collaboratively with the Digital Command Centre, ward staff, treating teams, and internal and external providers to facilitate timely discharge.

The purpose of the Discharge Navigator role is to “act now” to assist with progression of care for patients through Bendigo Health wards, services, and the Emergency Department. The focus of this role is to ensure that there is an agreed EDD and discharge destination for all patients up to 48hrs prior to discharge, and that any delays to care progression are being identified and actioned.

This will allow discharges to be confirmed the day prior to discharge, with the aim to have two confirmed discharges on each ward the day before.

The person in this role expedites discharges by taking direct action on specific tasks that are required or supports and facilitates the treating team to do so. The person in this role is expected to prioritise their work to enable patients to be discharged hours or days earlier in their stay.

The Discharge Navigators will have a ‘home base’ Medical team on weekdays but will actively support other wards and services when needed, as directed by the Patient Flow Coordinator or Access and Demand Manager.

The Discharge Navigator and Patient Flow Coordinator roles will contribute to an improvement in the Bendigo Health access and flow KPI's, pre-10am and 12pm discharges, Medical Admitted Length of Stay and Discharge Lounge utilisation.

Responsibilities and Accountabilities

Key Responsibilities

- Identify appropriate and patient-centred discharge plans, in collaboration with the Multidisciplinary Teams (MDT), the patient and their family
- In collaboration with ward teams, actively strive to deliver on and improve inpatient length of stay performance, by ensuring key tasks are completed to enable this and that standard ward practices are optimised for this e.g. Transit Lounge utilisation, Criteria Led Discharge
- Drive and support routine discussion and accurate documentation of key components of the patient floor plan notes including EDD and discharge destination.
- Complete timely referrals in collaboration with the ANUM and MDT, including both internal services (e.g. Allied Health) and external services (e.g. Post Acute Care).
- Collaborate closely with medical staff to ensure timeliness of discharge prescription and discharge summary completion

- Liaise with internal and external @home services and escalate barriers to discharge home, discharge to next destination and post discharge care
- Identify and refer patients appropriate for Discharge Lounge the following day.
- Liaison with internal services such as pathology, medical imaging and the transport coordinator to ensure prioritisation of patients for discharge.
- Document the above interventions.
- Contribute to ongoing education and involvement of ward team, including medical team, ANUMs and bedside nursing staff in discharge planning
- Contribute to organisation-wide and service division initiatives and planning activities.
- Act as a resource for the ward team about good practice discharge planning and the services available to meet the ongoing care needs of patients on discharge

Key Selection Criteria

Essential

1. Current registration as Registered Nurse with AHPRA (Australian Health Practitioner Regulation Agency).
2. Extensive relevant post registration experience in the acute and /or sub-acute healthcare settings.
3. Experience navigating discharge for patients in a complex health and community service setting.
4. Relevant clinical experience and understanding of safe discharge principals.

Desirable

5. Demonstrated ability to communicate effectively with all levels of the organisation
6. Demonstrated clinical decision making that allows health care to be delivered in a safe manner and to a high standard
7. Demonstrated ability to work collaboratively and demonstrated leadership qualities.
8. Flexibility to adapt to different clinical wards and units to support the Progression of patient care toward estimated discharge dates.
9. Demonstrated ability to manage a demanding workload and effectively prioritise tasks
10. Demonstrated negotiation and influencing abilities
11. Commitment to continued professional development

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.