Position Description

Position Title	Patient Flow Navigator- Hospital in the Home
Position Number	30013570
Division	Community and Continuing Care
Department	HITH/PAC/HARP/DE
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Registered Nurse HITH PAC Level 2
Classification Code	YW15
Reports to	Nurse Unit Manager HITH/PAC/HARP/DE
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children 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 Patient Flow Navigator is responsible for supporting the coordination and efficient daily operation of the HITH service. This position is a key resource in the day-to-day functioning of the HITH program, contributing to clinical decision-making, education, change management initiatives, and fostering a culture of safety, respect, and excellence in care delivery.
The Patient Flow Navigator works closely with the HITH ANUM, intake officer and medical team to support effective patient flow, continuity of care and timely discharge planning. The role provides a central point of coordination for patient appointments, referrals and external service arrangements. The role is responsible for coordinating and allocating daily HITH patient visits to nursing staff, taking into consideration patient care requirements, visit frequency, geographical location and service capacity.

Responsibilities and Accountabilities

Key Responsibilities

Direct clinical care:

- Assist with coordinating patient appointments, referrals, services and follow up plan to support continuity of care
- Monitor outstanding tasks and follow up with relevant services to ensure requirements are completed within appropriate timeframes
- Assist in identifying and escalating issues that may impact patient flow, service delivery and timely discharge
- Coordinate and allocate daily HITH patient visits to nursing staff
- Collaborate with local service providers, including health and community services, to ensure best outcomes and care for clients and their carers
- Demonstrate an advanced level of clinical knowledge and expertise relevant to the area and to act as a resource providing clinical support, education and training to staff
- Demonstrate sound problem-solving approach to patient access without compromising quality or patient outcomes
- Work co-operatively as part of a multidisciplinary team recognising expertise and contribution of all team members, collaborating in treatment and referral to other services as necessary
- Display excellent communication techniques to ensure the service is provided in a timely and efficient manner
- Actively participate in regular case conferences with other members of the team, assisting in decision making regarding treatment goals and care plan

Organisational Responsibilities:

- Maintain confidentiality in regard to patients and staff at all times, ensuring professional and respectful communication of patient information
- Promote an awareness and understanding of the HITH service to other clinical areas
- Active involvement and/or representation in program/departmental meetings and actions generated therein
- Participate in service development and quality improvement
- Maintain accurate records, statistics and reports as needed
- Participate in the orientation of staff as directed by the Nurse Unit Manager or delegate
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements

- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself
- Other duties as determined by Nurse Unit Manager or delegate

Key Selection Criteria

Essential

1. Registered as a Registered Nurse with the Nursing and Midwifery Board of Australia via the Australian Health Practitioner Regulation Authority (AHPRA)
2. A minimum of five years' experience in nursing, within the acute or community setting with a highly developed ability to undertake clinical assessment and/or clinical interventions

Desirable

3. High level of written and computer literacy skills embracing health technologies and informatics
4. Demonstrated clinical knowledge, skills and or experience relevant to HITH services these include but are not limited to: IV cannulation, PICC and Porta Cath care management and maintenance, infusion Pump set up and VAC dressing application and management
5. Proven people and communication skills including relationship building, cooperation, conflict resolution, influencing others and facilitating open discussions
6. Demonstrated organisational and problem-solving skills and an ability to prioritise, set goals and objectives and meet deadlines
7. Demonstrated self-motivation and the ability to motivate others
8. Ability to initiate and manage change
9. Demonstrate a flexible approach to changing demand

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.