

Position Description

Position Title	Care Coordinator
Position Number	30025995
Division	Community and Continuing Care
Department	Hospital Admission Risk Program
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Clinical Nurse Consultant A - B
Classification Code	ZF4 – ZJ4
Reports to	Senior Manager via Team Leader
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 • 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](#)

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

HARP Care Coordinators assess clients with multiple co-morbidities and associated psycho-social issues providing short term care coordination and education overseeing the client's care throughout their HARP episode. Care Coordinators are required to be flexible, multi-skilled and able to work with a diverse range of individuals, groups, inpatient services and community agencies across the continuum. The role incorporates activities such as advanced clinical care, coordination of care, self-management support, education of clinical staff and clients/carers and professional development.

Bendigo Health offers a supportive work environment that assists staff in understanding their work related responsibilities. A Staff Capability Statement has been developed to provide prospective candidates as well as current staff members with the essential information regarding key personal qualities, knowledge and skill capabilities that staff, managers and organizational leaders need in order to do their jobs well and in a manner that is consistent with the values of the organization. Refer to link at top of page 1.

Responsibilities and Accountabilities

Key Responsibilities

- Promote self-management for patients with a chronic disease including: respiratory, renal, diabetes, chronic heart failure and aged and complex psychosocial problems
- Conduct comprehensive client assessments to identify health and psycho-social issues and risks
- Develop, document and implement individual client care plans with other health professionals including GPs to address issues with clients/carers
- Provide best practice patient centred care with a high level of clinical expertise
- Manage acute exacerbations of the client's illness in the community as deemed safe and appropriate for the client, following best practice guidelines
- Act as a key contact point for inpatient services and community providers
- Maintain accurate records, statistics and reports as required
- Active participation in Quality Standards, staff development, training and supervision, program planning and evaluation processes as required

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

1. Registration (RN Division 1) with the Nursing and Midwifery Board of Australia (Australian Health Practitioner Registration Australia - AHPRA)
2. Ability to be effective, flexible and responsive in a changing environment and have excellent team working skills.
3. Experience in care needs assessments, care planning and care coordination for people with complex and chronic conditions.

Desirable

4. Previous experience in supporting people with complex conditions across the acute and community continuum including patient advocacy.
5. Knowledge and understanding of the underlying conditions associated with ageing, frailty and disability.
6. Ability to clinically assess and communicate effectively the clinical and self-management aspects of chronic disease management.
7. Highly developed verbal, written and interpersonal communication skills and proficient information technology skills including using digital file platforms.
8. Experience in providing outreach, home based services

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.