

## Position Description

Position Title	Care Coordinator
Position Number	30025995
Division	Community and Continuing Care
Department	Hospital Admission Risk Program (HARP)
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 <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Working with Children Check</li> <li>• Registration with Professional Regulatory Body or relevant Professional Association</li> <li>• Drivers Licence</li> <li>• Immunisation Requirements</li> </ul>

## 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 Hospital Admission Risk Program (HARP) Care Coordinator plays a pivotal role in supporting clients with chronic diseases and associated psycho-social challenges by delivering short-term, goal-focused care coordination, education and support. The primary aim of the HARP program is to improve health outcomes for people who either frequently present or who are a risk of presenting to hospital. The program targets people with high care needs, providing responsive and targeted interventions, engagement and collaborative care planning.

The HARP Care Coordinator collaborates with multidisciplinary teams and applies advanced clinical knowledge and practice to deliver holistic assessments, implement self-management strategies and provide education that empowers clients to achieve sustainable health outcomes.

## Responsibilities and Accountabilities

### Key Responsibilities

- Promote self-management for patients with chronic disease and/or complex psycho-social problems
- Triage clients and conduct comprehensive client assessments to identify health and psycho-social risks and gaps in knowledge
- Develop, implement and review individual client care plans that reflect individual needs, preferences and abilities
- Work collaboratively and liaise with multidisciplinary teams including internal and external parties, acting as a key contact as required
- Manage and escalate acute exacerbations of clients in the community, following best practice guidelines
- Manage own case load effectively, ensuring timely and appropriate client care, accurate records, and communication with the team
- Provide best practice client focused care with a high level of clinical expertise
- Active participation in Quality Standards, staff development, training/supervision, program planning and evaluation processes
- Identify and manage risks associated with working in the community setting, ensuring safety of clients and staff
- Work flexibly within all areas of the HARP team
- Undertake any additional tasks or provide support as directed by your manager, ensuring these activities align with your professional standards, codes of conduct and ethics and organisational policies

## Key Selection Criteria

### Essential

- Registration (RN Division 1) with the Nursing and Midwifery Board of Australia (Australian Health Practitioner Registration Australia – AHPRA)
- Demonstrated high-level communication skills, including written, verbal and interpersonal abilities with the capacity to engage with clients, families and multidisciplinary teams
- Demonstrated advanced clinical nursing knowledge and expertise in assessment, care planning and coordination for clients with complex health needs

### Desirable

- Knowledge and understanding of the conditions associated with aging, frailty and disability on health and wellbeing including advocacy
- Demonstrated ability to deliver client focused care with flexibility and adaptability to meet diverse needs of the client
- Demonstrated experience in nursing across both acute and community settings including outreach and/or home-based services
- Ability to provide effective, flexible and responsive care in a changing environment

## 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.*