

Position Description

Position Title	Clinical Care Partner
Position Number	30026012
Division	Community and Continuing Care
Department	Community Care Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Dependant on classification
Classification Code	Community Health Nurse or Allied Health Grade 2
Reports to	Manager Community Care Services
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 • National Disability Insurance Scheme (NDIS) 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

This position will provide leadership, as part of the Care Partner team, to facilitate and coordinate the delivery of high quality, best practice service provision to people with complex needs and older people living in the community, in a timely and responsive manner.

The Clinical Care Partner will:

- Provide ongoing clinical support and supervision to Care Coordinators and oversight of their consumers
- Develop and foster collaborative relationships across the health service and community sector to provide high quality care provision
- Participate in and contribute to the Community Care Services Management/Senior Care Coordinator meetings and feedback to the Management Team meeting

Responsibilities and Accountabilities

Key Responsibilities

Consumer Care

- Provide care management for complex support at home consumers, linkages and NDIS participants
- Provide care management for Restorative care and End of Life Support at home consumers.
- Provide clinical oversight, support and advice to Support at home participants
- Liaise and advocate with other relevant service providers regarding individual complex care needs.
- Complete a review of the care plan, involving all key stakeholders, as directed by program guidelines
- Oversee and monitor consumers budgets specific to their program
- Ensure that services are culturally relevant to the needs of consumers/carers
- Where necessary provide advocacy support to consumers and their carers
- Perform regular consumer risk assessments and provide support to the consumer to rectify risks

Multi-disciplinary team

- Assist with the orientation and mentoring of new staff
- Provide clinical oversight of Care partners Support at Home consumers
- Through supervision, assist and mentor Care Partners to manage their workload and to support consumers
- Actively participate in case conferencing for Support at Home consumers

- Represent the organisation and consumers in care coordination meetings, care planning/review meetings which will involve the consumer, family, carers and community service providers including the consumer's GP, making modifications to the care plan as required
- Actively participate in Peer support, duty roster and coverage for peers as required
- Assist in ongoing quality improvement processes

Legislative Role

- Ensure that comprehensive up-to-date consumer records, care plans and statistical data are maintained, including timely data entry into the program software.
- Develop and manage individualised budgets in line with current Commonwealth Government guidelines and the consumer stated goals; Monitor and maintain records of expenditure and ensure consumer plans align with budget allocations
- Support staff practice as per legislative requirements, BH policies and procedures and business rules
- Comply with relevant legislation, reporting and administrative requirements for consumers and employees and ensure that all data is accurate and up-to-date.

Key Selection Criteria

Essential

1. Relevant tertiary qualification recognised in Australia, including Registered Nurse or Allied Health clinician (including current registration with the Australian Health Practitioner Regulatory Agency (AHPRA) or equivalent body), Business or other relevant qualification
2. Substantial clinical experience in care coordination in the areas of aged, community care and/or disability
3. Highly developed communication and interpersonal skills, both written and verbal, including liaison and negotiation skills
4. Demonstrated ability to problem solve in a variety of situations
5. Sensitivity to the needs of consumers from diverse backgrounds
6. An ability to manage time, set priorities and meet deadlines
7. Flexibility to operate and provide leadership in an environment of change and continuous improvement
8. Establish and maintain appropriate professional boundaries
9. Understanding and skills in budget management
10. Demonstrated skills in supervision, leadership and change 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.
- 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.