Position Description

Position Title	Care Coordinator
Position Number	30027707
Division	Community and Continuing Care
Department	Post Acute Care (PAC)
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	YU15
Classification Code	Registered Nurse HITH PAC L1
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	• 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

As a Care Coordinator within the Post Acute Care (PAC) team, you will be responsible for reviewing all incoming referrals, triaging clients, and identifying those who meet PAC eligibility guidelines. For referrals that do not meet the criteria, you will communicate the outcome to the referrer and provide information regarding alternative services that may better meet the client's needs.

Following triage, you will work collaboratively with clients to identify and coordinate the services required to assist their recovery and independence at home. This may include arranging supports that include one or a combination of personal care, home care and respite services.

As a member of the PAC Care Coordination team, you will act as a key point of contact for clients throughout their PAC episode, ensuring they receive timely and appropriate support. You will liaise with service providers to facilitate the delivery of required services and coordinate care effectively.

The role requires close collaboration with the wider multidisciplinary PAC team, including PAC Nursing and PAC Occupational Therapy, to achieve the best possible outcomes for clients.

PAC funding is available for a maximum period of 28 days. As part of your role, you will support clients to transition beyond the PAC program where ongoing assistance is required, providing guidance on longer-term care options and facilitating referrals to appropriate services.

Responsibilities and Accountabilities

As a member of the PAC team, you will work collaboratively with colleagues to ensure coordinated, client-centred care. You will maintain clear and effective communication with team members, provide prompt follow-up to clients and referrers, and support timely access to services. A key responsibility of the role is to work with clients to identify their goals, assess their support needs, and coordinate appropriate services to assist them in safely returning to the community.

Key Responsibilities

- Provide timely assessment of people referred to the Post-Acute Care program and implement short term supports based on the client’s goals and needs
- In conjunction with the referring hospital unit, identify the appropriate internal and community resources required to expedite the safe discharge of clients from hospital to community
- Liaise with and coordinate activities between the discharging unit, the client, the family, brokerage services and community stakeholders, providing advocacy and referral as required
- Set up short term supports and brokering services through approved providers
- Oversee the implementation of the support throughout the PAC episode of care and ensure the care provided meets the service standards and needs of the client

- Ensure clients are linked in with ongoing longer-term supports in the community as required
- Participate in quality improvement processes
- Maintain accurate client and program records
- Support the PAC team by undertaking additional duties or tasks, as appropriate to your scope of practice and service needs, as directed by the Team Leader /Manager, including support PAC Nursing

Key Selection Criteria

Essential

1. Registration with the Nursing and Midwifery Board of Australia (Australian Health Practitioner Registration Australia – AHPRA)

Desirable

2. Experience working with both hospital and community service settings and knowledge of the local service environment

3. Demonstrated ability to provide care coordination and support to people with complex needs

4. Well-developed assessment and problem-solving skills

5. A personal approach which is positive, enthusiastic, friendly and helpful

6. Excellent communication skills both written and verbal, and well-developed computer skills

7. A demonstrated commitment to working in a multidisciplinary team that includes collaborative partnerships with service providers involved with the care of the client

8. Demonstrated ability to work effectively in both a team environment and autonomously

9. Identify continuous quality improvement opportunities and act upon when relevant

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.