

Position Description

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| Position Title | Geriatric Evaluation Management on Acute (GoA) Coordinator |
| Position Number | 30028599 |
| Division | Clinical Operations |
| Department | Ward 4A (Medical) |
| Enterprise Agreement | Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 |
| Classification Description | District Nurse Coordinator or Allied Health Grade 2 |
| Classification Code | YY4 or Allied Health Grade 2 |
| Reports to | Nurse Unit Manager Ward 4A |
| 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 • Registration with Professional Regulatory Body or relevant Professional Association • 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 GoA Coordinator role exists to improve the assessment, management, and clinical outcomes of older people admitted to hospital under the GEM on Acute team. This is achieved through enhanced access to services and effective coordination of inpatient care.

The role includes comprehensive clinical assessment, clinical consultation, and timely referral to appropriate health care professionals. These include Geriatricians, Rehabilitation Specialists, the Director of Medicine (Acute and Subacute), the Director of Nursing Medical Services, allied health professionals, nursing staff, and other medical practitioners.

The GoA Coordinator will facilitate optimal care outcomes for older patients, caregivers and their families ensuring that care is delivered in the most appropriate setting – a Person-Centred care approach will be adopted and promoted. The Clinical Coordinator serves as a central point of contact, facilitating communication and coordination across multiple internal and external stakeholders to ensure high-quality, patient-centred, and integrated care delivery.

Responsibilities and Accountabilities

The GoA Coordinator is responsible for the coordination of care for older people admitted to the GEM on Acute team. The role requires extensive experience in the assessment and management of frail older patients and the ability to practice autonomously while making a strong contribution to the interdisciplinary team.

The Clinical Coordinator will:

- Deliver best practice, client-centred care to older people admitted to the GoA team through effective care coordination including assessment, consultation, intervention, referral, and complex discharge planning.
- Facilitate smooth transitions for clients across the healthcare system to ensure continuity of care.
- Act as a central point of contact for multiple internal and external stakeholders.
- Implement complex care plans and interventions based on comprehensive assessments and recommendations from the multidisciplinary team.
- Effectively manage time and prioritise competing demands to ensure clinically appropriate care is coordinated in a timely manner.
- Provide clinical leadership, guidance, and support to relevant stakeholders.
- Lead and contribute to the implementation of processes, data collection, evaluation, and reporting to support service improvement.

Key Responsibilities

Clinical Practice and Expertise

- Provide advanced specialist knowledge, advice and clinical guidance to clinicians across disciplines.
- Work independently within scope of practice to deliver safe, evidence-based care in accordance with organisational policies and protocols.
- Apply advanced clinical reasoning to support timely patient assessment, care coordination and discharge planning in collaboration with the multidisciplinary team.
- Escalate clinical risks, complexity, barriers to care and emerging concerns to senior staff and supervisors as required.
- Demonstrate advanced ethical awareness and cultural sensitivity, particularly when working with vulnerable population groups, and integrate this into clinical practice.
- Facilitate effective transitions of care by liaising with internal and external services to ensure continuity for patients and families.
- Administer Functional Independence Measure (FIM) assessments and ensure accurate entry into relevant clinical databases.

Collaboration and Communication

- Work collaboratively with patients, families, carers and stakeholders to develop person-centred, multidisciplinary care plans aligned with professional and evidence-based standards.
- Collaborate with multidisciplinary teams, executive leadership, access and demand managers to ensure effective service delivery and patient flow.
- Demonstrate highly developed verbal and written communication skills.
- Identify, manage and resolve conflict constructively, escalating issues in line with organisational policies and values where required.
- Mediate complex issues by achieving shared understanding among stakeholders with differing perspectives.

Documentation, Reporting and Compliance

- Maintain accurate, timely and comprehensive documentation in accordance with Bendigo Health procedures and departmental requirements.
- Complete program reporting, data collection and statistical records within required timeframes.
- Demonstrate understanding of funding parameters including LOS, SALOS and Low Trim Point, and apply this knowledge to support timely care transitions and positive funding outcomes, including change in care types.
- Ensure compliance with quality, safety, accreditation and risk management requirements.
- Observe safe work practices to protect personal and team health and safety.

Leadership, Quality Improvement and Innovation

- Initiate, lead and contribute to evidence-based practice development, service improvements and change initiatives.
- Translate evidence into practice by identifying clinical gaps, implementing improvements and evaluating outcomes.
- Contribute to quality improvement, evaluation and research activities to enhance service delivery.
- Support service evaluation and risk management processes and contribute to modifications informed by evidence, data analysis and consumer feedback.
- Assist in the development, review and implementation of policies and procedures relevant to the Clinical Coordinator role.

Professionalism, Supervision and Development

- Adhere to profession-specific standards, codes of conduct and scope of practice.
- Demonstrate professionalism, self-awareness and insight into personal and team limitations, escalating appropriately.
- Attend and contribute to working parties, advisory groups, committees and external forums as directed.
- Assume responsibility for delegated leadership roles, portfolios or administrative functions as required.
- Participate in clinical supervision in accordance with professional and organisational frameworks.
- Work with operational and professional managers to ensure appropriate allocation of time for non-clinical responsibilities, including education, and meetings.
- Model lifelong learning and reflective practice, identifying knowledge gaps and developing individual education plans.
- Use reflective practice to continuously improve clinical care and professional performance.
- Complete all mandatory training and professional development requirements.

Program-Specific Responsibilities

- Orient and support medical staff in relation to the GEM on Acute program, including admission criteria and processes.

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. Registered Nurse with the National Registration and Accreditation Board of Australia or Allied Health Qualification and ability to meet the Allied Health Credentialing and Professional Standards requirements including registration if applicable, with Post Graduate Certificate or Diploma in Rehabilitation or Aged Care/Gerontology (highly desirable)
2. Extensive experience in Rehabilitation/GEM/Aged Care, with evidence of professional and clinical development, and ongoing education in Rehabilitation, GEM and Aged Care
3. Demonstrated advanced care knowledge and skills in assessing the multiple, complex care needs of individuals that require Rehabilitation/GEM, or have aged related issues
4. Demonstrated specialist knowledge, skills and significant experience in the provision of care to older people to achieve best practice clinical standards, including complex systems navigation and discharge planning
5. Exceptional relationship and stakeholder management skills and experience
6. Demonstrated ability to work autonomously with highly developed skills in organisation, time management, problem solving, planning, co-ordinating and priority setting, with a friendly approach.
7. Demonstrated highly developed verbal and written communication skills with the ability to interact effectively with patients, carers, staff and the community.
8. To understand the funding parameters related to LOS and SALOS, and apply this knowledge to the transition planning activity to facilitate positive funding outcomes for the organisation.
9. FIM (Functional Independence Measure) credentialed or willingness to complete

Desirable

10. Demonstrated specialist knowledge and sensitivity to ethical and cultural issues and vulnerable population groups and integrate this into practice

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.

