

Position Description

Position Title	Nurse Practitioner – Residential In Reach (Telehealth)
Position Number	30101256
Division	Community and Continuing Care
Department	TCP/GEM@Home/RITH/RIR
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Nurse Practitioner
Classification Code	NO1-NO2
Reports to	Manager TCP/GEM@Home/RITH/RIR
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record 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

TCP/GEM@Home/RITH/RIR programs sit within the Community & Continuing Care Division at Bendigo Health. The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

Residential In-Reach (RIR) is a seven day a week service focused on maintaining people within their home, in this case Residential Aged Care Facilities (RACF). The program aims to decrease avoidable presentations to Emergency Departments (ED) from RACF by providing alternative care for relatively simple clinical procedures and acute and aged related conditions. Staff will also follow-up patients who have presented to the emergency department to assist in preventing representation, or the need for inpatient admission if possible. It also focuses on improving and increasing the availability of clinical support for staff in aged care facilities. It is recognised that the aged client has fewer emergency department presentations and complications if simple acute conditions, procedures and aged related issues are managed in their own environment by clinical staff that have extensive knowledge of aged related issues.

Responsibilities and Accountabilities

This Regional Nurse Practitioner position is a continuation of the Sustaining Residential In Reach Project 2024 Telehealth Nurse Consultancy Pilot.

The Nurse Practitioner will function autonomously and collaboratively in an advanced and extended clinical role through the use of telehealth consultations with Residential In Reach and Residential Aged Care teams across the Loddon Mallee Region to provide high level clinical assessment support.

The Nurse Practitioner operationally reports to the Manager of the TCP program, professionally to the Chief Nursing Officer, and will be provided clinical governance support and ongoing mentoring from a Geriatrician within the Community and Continuing Care division.

The NP will deliver telehealth support for Residential In Reach and Residential Aged Care teams to support patient-centred care, operating within a nursing model of holistic practice and maintain a focus on best patient outcomes.

Key Responsibilities

This position is accountable/responsible for the following:

- Provide clinical and professional leadership ensuring standards of care are developed, maintained and continually improved across aged care facilities in the Loddon Mallee region.
- Provide timely and comprehensive regional telehealth assessments of eligible clients, and with Residential in Reach team involvement develop a supportive care plan that facilitates client empowerment and commitment to active participation in their healthcare.

- Provide consultancy and support for RIR services with the Loddon Mallee region.
- Ensure that care is delivered in the right place at the right time for the client.
- Requiring minimal supervision, provide and manage a complex caseload across the Loddon Mallee region.
- Coordinate the delivery of a quality, responsive service to aged clients and their carers who present to the ED or who are identified in residential care facilities by GPs, aged care facility staff or ACAS as being at risk of hospital admission or ED attendance.
- Offer support, information and health education that is culturally relevant to clients and relatives/carers.
- Respond to clinical changes in the client's condition as informed by telehealth communication from Residential in Reach team staff.
- Communicate effectively about treatment options, tailoring your approach to address the unique needs and concerns of each patient.
- Build strong relationships with clients, demonstrating exceptional listening skills to identify and address their needs.
- Refer to other service providers such as the Aged Person Mental Health Program and Palliative Care Services.
- Collaborate with our healthcare team to provide integrated care, ensuring a seamless patient journey.
- Stay up-to-date on industry trends, treatment offerings, and company updates, leveraging this knowledge to enhance patient care.
- Provide constructive feedback to the healthcare and patient relations teams, identifying areas for improvement and contributing to the ongoing development of patient care strategies.

Organisational Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required.
- Participate in staff development and training as required.
- Participate in service development as required.
- Align with to Bendigo Health values in all aspects of the role.
- Maintain accurate records, statistics and reports as needed.

Key Selection Criteria

Essential

1. AHPRA registration as a Nurse Practitioner with the Nurses and Midwifery Board of Australia.
2. Have successfully completed a Master of Nursing – Nurse Practitioner or equivalent.
3. Experience in telehealth consultations, and therefore equipped with the knowledge of current telehealth technology and requirements for online assessment of clients.

Desirable

4. Demonstrated critical thinking, with advanced clinical assessment and patient management skills.
5. Current experience working within acute, subacute, community and/or residential aged care environments.
6. Demonstrated ability to communicate effectively with patients, visitors and staff at all levels within the organisation.
7. Strong understanding of the impact of hospitalisation on older people, with the ability to recognise and respond to changes in the client's ability to maintain functional independence.

8. Demonstrated capacity to function independently and as part of an interdisciplinary team.
9. Demonstrated awareness of current issues and trends in clinical nursing, specifically in the aged care sector.
10. Sound time management and prioritising skills.

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.