

Position Description

Position Title	Intake Nurse
Position Number	30103546
Division	Aged Care, Public Health, Aboriginal and Diversity Services
Department	Community Nursing and Home Care Services
Enterprise Agreement	Nurses And Midwives (Victorian Pub Health Sector)(Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Registered Nurse Grade 4A
Classification Code	YW17
Reports to	Manager
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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Community Services Directorate comprises Aged Care Assessment Services, Community Allied Health Services, Community Care Services, Carer Support Services, and Community Nursing and Home Care Services (CN&HCS).

CN&HCS provide nursing services to people in their homes within the community of Bendigo. Nursing care involves a range of activities such as medication administration, diabetic care, wound management, Stomal therapy and catheter care. Registered Nurses (Division 1) and Enrolled Nurses work together as part of the District Nursing workforce.

The role of the Intake Nurse is to provide clinical oversight to referral processing in order to facilitate the delivery of high quality, best practice service provision, in a timely and responsive manner.

Responsibilities and Accountabilities

CN&HCS utilise a wellness approach which is individualised and goal oriented building on the strengths and abilities of clients. Services aim to maximise independence and maintain or improve health and wellbeing to support clients to live independently at home and in their community

Community Nursing and Home Care Services provides:

- District nursing to people of all ages within Greater Bendigo and surrounding areas; Registered Nurses (Division 1) and Enrolled Nurses comprise the District Nursing workforce.
- Consultant nursing services - Regional Wound Consultant, Regional Continence Consultant, Regional Dementia Consultant, Diabetes Consultant, Wound Consultant and Stomal Therapy.
- Home Care Services including domestic assistance, personal care and social support individual

District Nurses work closely with each client, their carers and other health professionals to provide professional, integrated care. Services include:

- Wound management
- Medication management/support
- Support and education
- Comprehensive health assessments and referral to other services.

The program is funded by the Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP). Community Nursing Services also delivers services to NDIS participants.

Key Responsibilities

Communicate with influence – This position will assist in driving towards the development of a high performance culture through strong leadership. It will meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.

Collaboration – This position will support the development of a collaborative and effective team by communicating meaningful information regularly. The position will also assist managing professionally and in a timely manner, any issues associated with differences, conflict, shared goals and team morale.

Specific Responsibilities

- Report to and Liaise with the clinical Coordinator on a regular basis to ensure continuity of the service
- Undertake screening of referrals using the triage tool to support decision making and ensure appropriate resources are allocated for care delivery
- Ensure appropriate clinicians are allocated to a client's care and the right information is available to the clinician
- Support planning and management of staff resources to achieve departmental productivity. This includes allocating staff to weekly rounds and ensuring the right mix is available each day
- Develop and/or maintain collaborative partnerships with internal and external stakeholders
- Maintain a comprehensive knowledge of current trends and developments in the health industry that relate to CNS, Commonwealth Home Support Programme (CHSP), HACC Programme for Younger People (HACC PYP), National Disability Insurance Scheme (NDIS) and other programs
- Contribute to strategies to manage referrals including reducing the number of declined referrals
- Support quality improvement activities and other duties as delegated by the CNS Clinical Coordinator
- Contribute to the enhancement of technology to support a personalised care pathway for community clients

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
- Maintain accurate records, statistics and reports as needed
- Other duties as determined by the manager

Key Selection Criteria

Essential

1. Current registration as Division 1 Registered Nurse with AHPRA with a minimum of 5 years' experience in nursing post registration in a clinical environment, preferably in a community setting
2. Demonstrated ability to communicate effectively across client, community and professional groups inclusive of skills to negotiate and manage conflicts as it arises
3. Demonstrated high level of understanding of health and related issues for elderly people, people with disabilities, and their carers and the role of CHSP, HACC PYP in a community setting including the eligibility criteria and how to access other local community support services
4. Demonstrated understanding of the quality frameworks that underpin Community nursing and home care Services and the requirements to meet the standards

5. Demonstrated commitment to working in a team with the ability to assist the management team through change, recognising and respecting the contribution of all team members
6. Demonstrated ability to manage time and prioritise competing demands
7. Demonstrated experience, knowledge and confidence with Information Technology
8. A personal approach which is positive, enthusiastic, friendly and helpful with flexibility to operate in an environment of change and continuous improvement
9. Working knowledge of Microsoft Office and confidence with patient management systems in a community program

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.