

## Position Description

Position Title	TCP/GEM@Home Intake Nurse
Position Number	30026224
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	Clinical Nurse Coordinator
Classification Code	YY4
Reports to	Manager TCP/GEM@Home/RITH/RIR
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Registration with Professional Regulatory Body or relevant Professional Association</li> <li>• Drivers Licence</li> <li>• Immunisation Requirements</li> </ul>

## 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

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.

**Transition Care Program (TCP)** provides short-term care to optimise the functioning and independence of older people after a hospital stay. The care is goal orientated, time-limited and therapy focused. The team achieve their goals through case management, targeted therapy and implementation of services based on individually assessed needs to maximise function and independence.

The Transition Care Program (TCP) is a regional service with 31 places based in Bendigo and a further 54 places based in the Loddon Mallee region.

TCP at Bendigo Health have two settings of care:

- TCP Home based for people able to return home to continue recovery
- TCP GEM@Home - Bed based (at Golden Oaks Nursing Home) with 24-hour nursing care for people who are unable to return home from hospital.

The **Geriatric Evaluation and Management at Home (GEM@Home)** and **Rehabilitation in the Home (RITH)** are an innovative and expanding subacute service that promotes a home first approach. Geriatric and Rehabilitation services are provided seven days per week to medically stable patients in their home environment. Patients are accepted onto the program from both hospital and external community referrals. Currently there are 15 beds.

Our GEM@Home and RITH programs provide multidisciplinary care (medical, nursing, dietetics, exercise physiology, occupational therapy, physiotherapy, social work, and speech pathology). Where required services such as personal care, domestic assistance and respite are arranged for the client.

## Responsibilities and Accountabilities

The TCP/GEM@Home Intake Nurse provides a comprehensive nursing service to allocated clients that aligns with best practice standards, Bendigo Health policy, procedures, and standards. The Intake Nurse takes a lead role in the assessment, risk identification, care planning and ongoing management of clients admitted to TCP and GEM@Home, and works collaboratively with direct care staff and care coordinators as part of a multidisciplinary team to meet client goals and achieve a timely and sustainable transition to the discharge destination.

The Intake Nurse will develop collaborative relationships across the health service and community programs to provide high quality coordination, support and timely management of GEM@Home clients. The Intake Nurse acts as the central point of contact for all involved in the care of the client and will utilise strong communication skills to liaise with the multi-disciplinary team and clients/families.

## Key Responsibilities

### Intake

- Review, Coordinate and triage all referrals for TCP, GEM@Home/RITH and maintain referral waitlist on MS Teams/RCP/EPR.
- Provide all referred clients with face-to-face assessment/screening to ensure suitability to referred program, including risk identification and identified client directed goals. Complete all assessment

screening/agreement and documentation for acceptance to each program and forward to teams in preparation for admission.

- Provide clients/family's/carers with all relevant information for referred program to best inform clients of options that are best suited to their needs including TCP agreement and fees.
- Coordinate and liaise with all current treating teams, ANUMs, bed and facility managers to ensure shared and seamless discharge planning processes. Maintain documentation of assessments and outcomes of all referred clients.
- Liaise with GEM@Home medical team for acceptance to program and management of referral list.
- Liaise and communicate with Aged Care Assessment Service (ACAS) to assess and provide approval for all TCP clients.
- Attend inpatient case conferences and meetings to promote appropriate referrals and assist with effective patient flow across Bendigo Health
- Work collaboratively with the direct care staff, the care coordinators and the multidisciplinary team for admission to TCP/GEM@Home meet client goals and achieve a timely and sustainable transition to the discharge destination
- Provide ongoing education and information on relevant programs to internal and external providers.
- Provide effective communication with the family, carers and the inter-disciplinary team in the immediate and ongoing health care of clients

#### Administrative

- Be a positive role model in demonstrating adherence to Bendigo Health Values and strategic plan.
- Ability to utilise all Bendigo Health IT systems

#### Other

- Other duties as required by the program manager

## **Key Selection Criteria**

1. Current registration with Australian Health Practitioner Registration Australia – (AHPRA) as Registered Nurse Division 1.
2. Extensive clinical nursing expertise including management of acute, aged care and chronic medical conditions including well developed assessment, intervention, counselling and complex care planning skills
3. Demonstrated understanding of the impact of hospitalisation on older people with the ability to recognise and respond to changes in the medical conditions of clients
4. Extensive experience in working in a multidisciplinary team
5. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
6. Demonstrated ability to provide effective clinical supervision to students and staff

## Desirable

7. Experience in working as part of a pre admission or Intake team

## 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.*