

POSITION DESCRIPTION

Position Title:	Community Care Coordinator – Paediatric asthma and eczema
Business Unit/Department:	Western Health at Home
Division:	Operations
Award/Agreement:	Nurses and Midwives (Vic Public Sector) (Single Interest Employers) EA 2020-2024
Classification:	Registered Nurse YW 15
Reports To:	Service Manager Inpatient and Community Care Coordination Operations Manager Discipline Manager
Direct Reports:	Not Applicable
Date Prepared/Updated:	19 September 2024

Position Purpose
<p>The Western Health at Home teams, provide holistic support and care for those with increased care needs to patients within their own home. The Western Health at Home teams strive to improve health outcomes in a targeted population through a model of health education, empowerment and integrated care across the acute and Primary health sectors.</p> <p>The aim of the service is to:</p> <ul style="list-style-type: none"> • provide an alternative to hospital presentation and admissions • effectively coordinate the care of people with adverse health and social conditions, that might be difficult for them to manage at home • provide support for patients to remain at home following a change in health and/or functional ability <p>The role of the Care Coordinator (CC) is essential to the Western Health at Home teams in providing clients and carers with care coordination and management of their health conditions and navigation of the Health and Primary care system. The Care Coordinator is responsible for comprehensive patient assessments, providing self-management support, disease specific education and coordinating patient healthcare needs across the health care continuum.</p> <p>The Paediatric asthma and eczema program, is offered to families who are needing support, education and monitoring on the management of asthma and eczema. We see children from birth to 18 years of age. The Care Coordinators aim to assist families, to gain access to most appropriate care. Our role is also liaising with GP's, schools, kindergartens, MCHN and other government agencies like Child First and DHS, Child Protection. Our Paediatrics team, deal with a culturally diverse group of people from varying socioeconomic backgrounds and CALD communities.</p>

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The CC will ensure provision of care that is excellent in quality and consistently patient centred while also assisting in achieving effective operational management of the clinical environment. The CC works within a multidisciplinary team model of care and contributes to team based care plans developed in collaboration with the client.

The CC works towards preventing unplanned and avoidable hospital admissions through improved management of acute and chronic illness and/or psychosocial needs via face to face, home based and telehealth interventions.

As a member of the health care team, the CC is at the forefront of the provision of high quality care to patients on a day-to-day basis. As a professional, the CC is accountable for:

- The maintenance of their own clinical knowledge, further education and always working within the confines of their specific scope of practice, in accordance with the boundaries set by their experience and skill.

Business Unit Overview

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient's homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care.

Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease.

The divisions medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab@Home, GEM@Home, Community Based Transition Care Program and Dialysis@Home, which deliver healthcare that would otherwise be provided within an inpatient setting.

Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

Key Responsibilities

Safe and Effective Patient Care

- Deliver high quality person-centred care in line with the 'Best Care' framework
- Maintain accurate communication of appropriate patient information within the Western Health at Home teams including the patient's management system/s
- Demonstrate independent clinical reasoning and clinical competencies, including expertise in use of relevant assessment tools, treatment methods, and Care Coordination skills
- Demonstrate sound knowledge of chronic health conditions prevalent within our communities and their management
- To provide care coordination, self-management support and education to assist with early recognition of deterioration and pathways to ongoing care (eg 1300 #)
- Use a collaborative approach with internal and external stake holders, to ensure discharge home is safe and sustainable
- Conduct an accurate and comprehensive assessment and formulate care plans with patients

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- Make timely referrals of patients with ongoing needs, to appropriate services, being guided by the individual care needs of the patient.
- Hold accountability for own actions and seek guidance and support from appropriate colleagues or management, when limited by own skills and experience.
- Receive supervision from Senior Clinician or Care Coordination Service Manager, guided by the individual work-plan/learning goals.
- Demonstrate an understanding of quality improvement and accreditation processes.

People and Culture

- Actively promote the Western Health at Home Care Coordination services through the development of cohesive networks and provision of high-quality care.
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Attend and participate appropriately at team meetings and case conference
- Perform other duties as required within scope of practice
- Demonstrate flexibility and responsiveness.

Community and Partnerships

- Demonstrate a high level of understanding of community resources and systems.
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings.

Research and Learning

- Act as a key resource within teams, relating to areas of expertise.
- Participate in the development, organisation and delivery of education programs for internal and external stakeholders
- Maintain clinical professional development as outlined in the Nursing Workforce Clinical Portfolio.
- Provide orientation and support for new team members and students as required.
- Undertake a teaching role as necessary.

Self Sufficiency and Sustainability

- Complete documentation and data collection within program guidelines.
- Maintain appropriate levels of patient contacts (KPIs) and caseload to optimise service delivery for Community Services.
- Assist in the development of future care coordination workforce through supervision of students and rotating grade one AH staff as required (AH only).
- In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities which are aligned with the Western Health strategic aims

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Service Manager, Inpatient and Community Care Coordination
- Operations Managers Western Health at Home
- Director Western Health at Home division
- Nursing, Allied Health and medical staff within Western Health
- Team Leader Central Access Unit
- Other staff members and clinics within the Division
- Allied Health Discipline Managers
- Nurse Unit Managers
- Access Managers

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<p>External:</p> <ul style="list-style-type: none"> • Patients and their family/carers • Community service providers • Brokered Service Providers • General Practitioners • External key client contacts such as: Community Case Managers, etc • Professional Bodies
<p>Selection Criteria</p>
<p>Essential</p> <ul style="list-style-type: none"> • Successful completion of a Bachelor of Nursing qualification or equivalent • Registration as a Registered Nurse in Australia • Minimum 5 years post graduate experience in Paediatric nursing • Demonstrated effective clinical assessment skills and knowledge of referral process appropriate to the community Care Coordination role • Adequate knowledge of community service providers, community healthcare organisations • Demonstrated effective communication skills both written and verbal • Possess highly developed interpersonal skills including conflict resolution strategies and the ability to engage in highly sensitive conversations in a compassionate manner • Demonstrate an ability to work collaboratively as part of a multidisciplinary team • Possess knowledge of relevant legislation, policies and procedures • Be innovative, resourceful and flexible. • Possess the ability to identify, adapt to, adopt and promote new processes and procedures in a rapidly evolving and changeable work environment. • A commitment to high quality, safe and person-centred patient care • Current Victorian driver's license <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated experience in working with children and their families within the community setting, with recent acute care experience. • Specialist clinical experience and knowledge, in the management of paediatric clients and their families. • Possess a relevant Post Graduate qualification or working towards same • Knowledge and understanding of clinical and patient data information systems
<p>Additional Requirements</p>
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police / criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health

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- 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 Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____ Date: [Click here to enter a date.](#)

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