



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Clinical Care Coordinator (Home Nursing and Palliative Care Services)
<b>DIVISION/DEPARTMENT:</b>	Clinical Services Continuum of Care / Healthy Ageing
<b>CLASSIFICATION:</b>	RN ANUM Yr 1-2 (YW11-12)
<b>INDUSTRIAL AGREEMENT:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 - 2020
<b>REPORTS TO:</b>	Nursing Unit Manager – Healthy Ageing
<b>PRE-REQUISITES:</b>	Registered Nurse
<b>Essential:</b>	Current Registration with NMBA Current Police Check Current Working with Children's Check Current Drivers Licence
<b>Desirable:</b>	Post Graduate qualification relevant to Wound Management or working towards the same; Post Graduate qualification relevant to Palliative Care or Oncology or working towards the same; Post Graduate qualification in chronic disease management Experience in Home Nursing Services Experience in Palliative or Oncology Nursing Services.

### KEY SELECTION CRITERIA:

- Demonstrated recent experience in clinical nursing relevant to role
- Demonstrated experience in building, influencing and/or leading teams including allocation of duties; clinical supervision and mentoring; shared problem solving; conflict resolution; and provision of feedback.
- Demonstrated knowledge of contemporary evidence based advanced and/or chronic, complex wound management including compression therapy
- Demonstrated knowledge of end of life care including palliative pain management and experience with a variety of vascular access devices
- Demonstrated proficiency in the use of information management systems and programs
- Demonstrated knowledge of, commitment to and participation in quality systems and processes including monitoring outcomes against relevant quality standards; data collection and analysis; and meeting timelines and accountabilities against key performance indicators.
- Demonstrated ability to adopt, implement and/or manage change

**OUR PURPOSE:**

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

**OUR VALUES:**

Compassion, Empathy, Accountability, Respect and Excellence.

**POSITION SUMMARY:**

The Clinical Care Coordinator is responsible for the provision of high quality and safe nursing care to allocated clients including providing health education, health promotion, assisting clients with goal setting and achievement and working with other health care providers to ensure care is person centred, consistent and coordinated.

The Clinical Care Coordinator will lead home nursing and palliative care intake and the daily allocation including delegation of care and supervision and/or management of client lists. They will monitor and foster consistency in clinical practice. They will liaise with nursing, medical and allied health staff as well as any relevant external service providers and/or stakeholders in management and care of home nursing and palliative care clients.

The Clinical Care Coordinator will liaise with, and support the Manager Healthy Ageing and will work in collaboration with Health Ageing leadership team to achieve the Health Ageing Service goals outlined within the Benalla Health Strategic, Clinical Services and Operational Plans. They will assist NUM in unit clinical governance including assisting with the investigation of incidents; compliance with service audit schedule; leading activities and updating unit quality improvement register; developing and/or reviewing guiding documents; monitoring outcome measures; and reporting on performance targets. The Clinical Care Coordinator will be responsible for delegated portfolios and/or projects. They will assist the NUM with monitoring, maintenance and ordering of supplies and equipment; the completion of annual staff performance appraisals and mandatory training; and will participate on recruitment selection panels as required.

The Clinical Care Coordinator will represent NUM Healthy Ageing on organisational, unit and/or external committees as delegated. They will facilitate home nursing and palliative team meetings and communication and as required, will act in the role of NUM Healthy Ageing in their absence.

The Clinical Care Coordinator will act as a role model for behaviours that reflect the values of Benalla Health. They also support and role model a commitment to lifelong learning through the development of professional practice skills in self and others including novices.

**SPECIFIC DUTIES:****Improving Health outcomes for our community**

- Meets practice and competency standards for registered nurse with where appropriate post graduate qualifications in wound and/or palliative care and/or other relevant training
- Practises in accordance with the profession's code of ethics.
- Contribute to achieving clinical outcomes and service delivery by the performance of clinical duties
- Liaise with and support internal and external provides as relevant to services provided
- Identification, implementation and/or coordination of quality improvement activities
- Supports NUM Healthy Ageing by monitoring day to day rosters and clinical practice and assist with problem solving and/or escalate concerns relevant to compliance with relevant legislation, industrial agreements and quality and safety standards
- Manages home nursing and palliative care intake including triage and assessment of care needs

- Manages day to day client lists including patient allocation; delegation and supervision of care; planning and evaluation of person and family centred care;
- Assist NUM Healthy Ageing to meet annual service targets relevant to health aging services
- Acts in higher duties as and when required including
  - Grade 5 Nursing Coordinator in the absence of the rostered Operational Director or Hospital Coordinator. Refer Schedule 1: The Specific Responsibilities of a temporary / acting Hospital Coordinator
  - Leave relief roster for Nursing Unit Manager – Healthy Ageing.

### **Promoting and supporting wellness in ageing**

- Promotes and assist NUM Health Ageing with implementation of communication strategies including completion of regular staff, consumer and service rounding; participation in/ facilitation of regular unit meetings; participation in staff and/or consumer forums.
- Assists NUM Healthy Ageing to respond to consumer feedback following due process and in a timely manner with the goal to minimise the incidence of complaints
- Assists NUM Healthy Ageing to facilitate a cultures that supports open disclosure and transparency
- Assists NUM Healthy Ageing to facilitate a culture of service that promotes inclusion, person centred care and self determination
- Assists NUM Healthy Ageing to facilitate a culture of safety, evidence based practice and professional practice advancement
- Contributes to service planning and evaluation
- Demonstrates personal commitment to a culture of hardwiring excellence by role modelling behaviours and compliance with agreed code of conduct and workplace tactics that reflect and support organisational values

### **Delivering high quality healthcare that is efficient, safe and sustainable**

- Assists NUM Healthy Ageing to deliver services within allocated budget and advocate for models of care that continually improves service access, service integration and service responsiveness in a fiscally and environmentally sustainable manner.
- Assists NUM Healthy Ageing to monitor budget and related funding targets and to identify and implement corrective actions where necessary
- Complies with monthly accountability reports and meeting requirements
- Assists NUM Healthy Ageing to develop, maintain and monitor unit specific risks as recorded on the organisational risk register
- Assists NUM Healthy Ageing to develop and monitor annual departmental operational plan to support the achievement of organisational priorities.
- Assists NUM Healthy Ageing to respond to, investigate and action recommendation as delegated for unit based incident reports in a timely manner.
- Escalates concerns and/or issues in a timely manner in accordance with organisational policies and procedures.
- Assists NUM Healthy Ageing to manage supplies and resources in a sustainable and efficient manner in accordance with organisational procurement policies and procedures.

### **Developing and supporting an engaged and highly capable workforce**

- Provides clinical leadership aligned to the values of Benalla Health
- Assists NUM Healthy Ageing to foster a team culture that is inclusive and respectful of difference
- Assists NUM Health Ageing as required and delegated with recruitment
- Assists NUM Healthy Ageing to monitor staff compliance with mandatory and required training; completion of annual staff appraisal; and the development and monitoring of performance improvement plans.

- Assists NUM Healthy Ageing with day to day rosters and covering of unplanned leave in home nursing and palliative care; and as delegated, with development of departmental rosters including monitoring appropriate skill mix and staffing levels in accordance with legislation and organisations rostering rules.
- Assists NUM Healthy Ageing by monitoring scope of practice aligns with the service capability framework and escalating concerns regarding clinical competency or practice gaps.
- Assists Num Health Ageing by monitoring that practice is supported by current evidence and relevant guiding documents.

### **Encouraging, enabling and building on innovations in healthcare systems and practice.**

- Attends and participates in Benalla Health governance committees
- Develops and maintains partnerships to support and build service capacity
- On behalf of NUM Healthy Ageing liaise with external stakeholders and/or service providers to advocate on behalf of healthy ageing clients.
- Contributes to the development, review and update of guiding documents
- Assist NUM Healthy Ageing to ensure any change in practice is evidence based and evaluated
- Assist NUM Healthy Ageing to comply with organisational, departmental and/or commonwealth audit schedule and quality reporting requirements
- Networks within and beyond the organisation.
- Assists NUM Healthy Ageing to monitor trends in service outcomes and improvements benchmarked against outcomes achieved by other equitable services
- As appropriate, participates in research relevant to advancing the scope of practice and service provision
- Assist NUM Healthy Ageing to actively manage gaps and /or opportunities for growth in service provision.

### **SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures;
- Reporting hazards and injuries;
- Participating in OH&S consultation and OHS training;
- Cooperating with managers and supervisors to ensure that OH&S responsibilities are met by all and
- Not wilfully interfering with or misusing anything provided in the interest of health and safety.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

#### *Management responsibilities:*

- Consult with OH&S representative on any proposed changes to the workplace.
- Consult with representative on major items being purchased.
- Permit OH&S representatives to attend training.
- Provide facilities and assistance to OH&S representative to ensure they can perform their function and duties.

Each employee has the responsibility to minimise their exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

### **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

### **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational wide policies and procedures can be accessed on the BH Intranet site.

### **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

### **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

### **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

### **PREVENTION AND RESPONSE TO FAMILY VIOLENCE**

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting ‘the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

**PERFORMANCE REVIEW & DEVELOPMENT**

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation’s Policies and Procedures.*

<b>EMPLOYEE’S NAME:</b>	_____
<b>EMPLOYEE’S SIGNATURE:</b>	_____
<b>DATE:</b>	...../...../.....

<b>MANAGER’S NAME:</b>	_____
<b>MANAGER’S SIGNATURE:</b>	_____
<b>DATE:</b>	...../...../.....

**CREATED:** June 2019  
**REVISED:** Executive Director of Clinical Services June 2019

## **Schedule 1: Responsibilities of a temporary/acting Health Service Coordinator (historically known as the Nursing Coordinator)**

### ***The specific responsibilities of the health service coordinator include***

- *Liaising with all staff acting as resource for staff, facilitating and promoting quality patient care.*
- *Co-ordinating and maintaining appropriate nursing staff levels through consultation with clinical nurses, redeploying staff and engaging nurse bank employees/agency staff as required.*
- *Facilitating patient admission and/or emergency procedures in accordance with hospital policy and in or to maintain an efficient after hour's service.*
- *Ensuring the smooth release of bodies from the mortuary after hours when necessary for coronial or religious reasons.*
- *Maintaining an awareness of patient/nurse dependency throughout the shift as this will assist the safe co-ordination of staff and patients.*
- *Assisting with the monitoring and analyses of patient incidents and accidents.*
- *Escalating clinical and/or organisational concerns as appropriate and according to relevant guiding documents*

# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

Compassion      Empathy      Accountability      Respect      Excellence

### *In our team we ...*

<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
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### *In our team we do not ...*

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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*Our standard is what we choose to walk past ...*