



POSITION DESCRIPTION

POSITION TITLE: Care Coordinator – Chronic Disease Management (Health Independence Program)

DIVISION/DEPARTMENT: Community Health

CLASSIFICATION: Allied Health Professional – Grade 2 (Physio/OT/Speech Pathologist/Dietitian/Social Worker/Podiatrist)
or
Registered Nurse Grade 3B Community Health ZJ1/ZJ2
Or
Pharmacist Grade 2 (SX2 – SX5)

INDUSTRIAL AGREEMENT: Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016-2020 and subsequent agreements.
or
Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements.
Or
Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement 2017-2021.

RESPONSIBLE TO: Operational Director – Healthy Communities

REPORTS TO: Manager – Independence & Well-Being

PRE-REQUISITES:

- Qualified as either; Physiotherapist/Occupational Therapist/Speech-Pathologist/Dietitian/Social Worker/Podiatrist or Registered Nurse Grade 2 or Pharmacist Grade 2.
- Current Allied Health Registration (AHPRA) or Current RN Registration (AHPRA) or current Registration with Pharmacy Board of Australia.
- Current Police Check
- Current Drivers Licence (Victoria)
- Current Working with Children's Check

KEY SELECTION CRITERIA:

Essential:

- Previous postgraduate experience in chronic disease management and / or multidisciplinary team care programs in a community setting.
- Demonstrated Health Behaviour Change, Chronic Disease self-management skills.
- Care Coordination experience with knowledge of acute and tertiary subacute care systems.
- Demonstrated ability to use electronic communication, software systems and relevant hardware

- Demonstrated well-developed communication and interpersonal skills.
- Proven ability to work effectively within a multidisciplinary environment with the ability to manage time and conflicting priorities.

Desirable:

- Knowledge of Health Independence Programs (HIP), including:
 - Post- Acute Care program (PACP),
 - Hospital Admission Risk Program HARP),
 - Sub-Acute Care Program (SACS).
- Experience working in Orthopaedic, Cardiac or Pulmonary Rehabilitation programmes.

OUR PURPOSE:

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

OUR VALUES:

Compassion, Empathy, Accountability, Respect and Excellence.

POSITION SUMMARY:

The Care Coordinator is involved in the provision of holistic assessment of clients, care coordination, and self-management coaching support to assist clients to achieve independence and lifestyle goals. This includes support and education of both client and carer to assist in informed decision making processes and where necessary undertaking an advocacy role.

The Care Coordinator is expected to;

- monitor client progress
- evaluate care plans in liaison with GP's and the multidisciplinary team
- ensuring clear communication between services, preventing duplication of referrals and service delivery
- Provide a contact point for all client care issues during the episode of care

RESPONSIBILITIES:

- Achievement of competencies for a registered professional, as prescribed by Australian Health Practitioner Regulation Agency (AHPRA).
- Carrying out research and development, providing input to the development of clinical guidelines, and participating in appropriate committees.
- Delivery of excellent client care in accordance with the philosophy of person centred, coordinated care.
- Facilitating streamlined and timely access for clients to the community based services they require.

OUTCOMES:

Professional / Ethical Practice

Actions and interventions are accurate, safe and demonstrate due regard for the theoretical concepts and principles underlying practice.

- Documentation both electronic and written conforms to legal and agency requirements.
- Actions reflect an awareness of legal implications of practice.
- Clarification of, and/or suggested changes to policies, procedures, protocols and guidelines are sought and made.
- Practises in accordance with the profession's code of ethics.
- Involves the client as an active participant in the process of care, provides person centred care.
- Recognises own knowledge base and level of competence.

- Respect for individuals and their families in terms of cultural and social context is demonstrated.
- The Manager is assisted in identifying and acting upon opportunities for improving outcomes in the Unit.
- The rights and satisfaction of clients are monitored, enhanced and maintained.

Management of Care

Accurate assessments of clients are carried out.

- Appropriate assessment tools are used effectively.
- Data is analysed and interpreted accurately.
- Deviations from normal or improvement in the client's health status are identified and communicated to relevant service providers.
- Health behaviour change knowledge is used at assessment and in the formulation of client plans.
- A plan of care is developed and documented in consultation with clients.
- Plan of care includes referral to appropriate service providers for access to short term support services
- Responds to client/carer educational needs, referring to others where necessary.
- Planned care is implemented, evaluated and assessed.
- Resources are utilised effectively and efficiently in providing care.
- Refers clients to appropriate community service providers.

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
- Participate in OH&S consultation and training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- 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.

Each employee has the responsibility to minimise 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.

EMPLOYMENT CONDITIONS

HOURS: Hours 0830 – 1700 hours, Monday – Friday, with rostering to cover Post-Acute Care over Christmas New Year period. We will endeavour to meet individual preferences and needs however the incumbent acknowledges that this may not be possible in all instances.

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.

EMPLOYEE'S NAME: _____
EMPLOYEE'S SIGNATURE: _____
DATE:/...../.....
MANAGER'S NAME: _____
MANAGER'S SIGNATURE: _____
DATE:/...../.....

REVISED: July 2019

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 ...

