



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
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.
REPORTS TO:	Allied Health Team Leader
PRE-REQUISITES:	<ul style="list-style-type: none">• 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:	<ul style="list-style-type: none">• Previous postgraduate experience in chronic disease management and / or multidisciplinary team care programs in a community setting.• Relevant postgraduate qualifications, or prepared to work towards and obtain same.• Demonstrated ability to work in a community based program.• Demonstrated Health Behaviour Change, Chronic Disease self-management skills.• Possess knowledge of Health Independence Programs (HIP), including:<ul style="list-style-type: none">○ Post- Acute Care program (PACP),○ Hospital Admission Risk Program HARP),

- Sub-Acute Care Program (SACS).
- Desirable experience in working in Orthopaedic, Cardiac or Pulmonary Rehabilitation programmes.
- 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.
- Demonstrated ability to articulate clear decision making processes.
- Demonstrated ability to manage time and conflicting priorities.
- Possess knowledge of relevant legislation, including Health Independence Programs Guidelines, National Standards.

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:

Care Coordinator – Chronic Disease Management – Health Independence Program (HIP)

The Care Coordinator – Chronic Disease Management, Health Independence Program (HIP) is involved in the provision of holistic assessment of clients, care coordination, and self-management coaching support to clients to assist them to achieve self-management 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 and evaluate care plans in liaison with GP's and the multidisciplinary team at all stages of client care provision, ensuring clear communication between services, preventing duplication of referrals and service delivery.

The Care Coordinator role helps in providing clients and carers with a contact point for all client care issues during the episode of care. The Care Coordinator identifies and actions a pathway of care and support for clients who are transitioning out of HIP in liaison with other service providers.

Duty Worker role for Post Acute Care (PACP) clients

The role for PACP clients specifically focuses on connecting clients to appropriate brokered services that maximise functional capacity, social participation and improve self-management within a short time frame, post discharge from a public hospital. Where there is a carer identified, assessment and care planning focuses on the carer relationship rather than the individual in isolation.

The Duty Worker in the PACP role is expected to provide clients and carers with a contact point for client care issues during the episode of care. The Duty Worker identifies and actions a pathway of support, if required, for clients who are transitioning out of PACP in liaison with other service providers.

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.
- Purchasing PACP services on behalf of the client that are within program and budget parameters.

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 Nurse Unit 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.

Critical Thinking and Analysis

Acts to enhance the professional development of self and others.

- Continuing education is actively undertaken.
- Coaching and mentoring techniques are used to assist and develop other staff and students.
- Incorporates research findings into nursing practice.
- Staff are provided with timely feedback on their performance and immediate support.
- Issues relating to staff performance are communicated to the Unit Manager.
- Staff are encouraged to consistently act in ways which have a positive effect on colleagues.

Management of Care

Accurate assessments of clients are carried out.

- Appropriate assessment tools are used effectively.
- Service Coordination Tool Templates (SCTT) used for generic assessment of clients.
- 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.
- Review of client care includes working towards maximising the functional ability of a client in the community.

Enabling

Acts to enhance the safety of individuals and groups at all times.

- Environmental hazards are identified, eliminated and/or prevented where possible.
- Nurse Unit Manager is kept informed of issues and achievements in relation to health and safety issues.

Appropriate interpersonal relationships are developed with individuals

- The individual is treated with dignity and respect at all times
- Strategies which encourage independence are identified and utilised.
- Communicates effectively with individuals and groups.
- Maintains good customer service and no wrong door approach when liaising with clients and providers.

Organises workload

- Work is organised, coordinated and delivered according to priorities of care.
- Aspects of care delegated to others are monitored and clarification/assistance is provided if required.
- Responds effectively in unexpected or rapidly changing situations.

Establishes and maintains collaborative relationships with colleagues and members of the health care team.

- The roles and functions of the health care team are recognised and understood.
- Contributes where required to ensure decisions made are appropriate and planned outcomes achieved.
- Ensures good working relationships with all internal and external customers.

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.

ROSTERS: The Care Coordinator Services may be provided in the community and as such staff will be working in settings that are subject to the elements of the weather.

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

Feb 2018 – Allied Health Team Leader & HIP Coordinator

Benalla Health				
Aligning behaviours to our Values and Code of Conduct				
Compassion Excellence	Empathy	Accountability	Respect	
In our team we ...				
are kind to each other are forgiving respect personal space seek clarity where there is uncertainty maintain confidentiality for those in our care and those we work with encourage and support each other to discuss issues ensure open consultation and two-way communication use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives we see the person as being separate from any unacceptable behaviour	ask others 'how can we help' act to include each other seek to understand the facts will support those who admit errors pull together especially in tough times have patience for those who are learning are safe to question and be inquisitive report incidents and mistakes recognising we work in a 'just' culture promote a culture of continuous improvement summarise what we have heard to demonstrate our understanding have fun	are honest and reliable do what we say we will do are honest with each other call below the line behaviour reflect on our own behaviour acknowledge problems and seek and/or offer a solution have the courage to speak up and use our voice will comply with reasonable directives follow policies and procedures including rostering rules	acknowledge the views, opinions, beliefs and ideas of others say thank you manage each other up encourage robust discussion smile and greet each other acknowledge people from culturally diverse backgrounds turn up on time apologise when we have hurt others and/or have been below the line in our behaviour model and demonstrate polite behaviour use AIDET when we communicate follow our organisation's dress code and dress appropriately	have a 'can do' attitude work hard choose our attitude encourage innovation lead by positive example work as a team acknowledge when we are wrong encourage each other to be the best we can be and celebrate each other's achievements
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 ...