

Position Title:	Coordinator - Hospital in the Home
Operationally reports to:	Manager Home Nursing Services
Professionally reports to:	Chief Nursing and Midwifery Officer
Department:	Home Nursing Service - Hospital in the Home
Directorate:	Community Care & Mental Health
Cost centre:	A0552
Code & classification:	Hospital in the Home/Post Acute Care Nurse Level 2 (YW15)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 and its successors and to the GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024 - 2026* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated. Vaccination against preventable diseases is also highly recommended.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.



Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024 - 2026* to link GV Health's purpose, values and our culture of care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The Hospital in the Home (HITH) - Coordinator reports directly to the Nurse Unit Manager within the Home Nursing Services team. The Home Nursing Services - HITH program provides treatment to patients, who without the provision of the HITH program would require inpatient care.

The HITH coordinators role has been established to provide a consistent point of entry, initial assessment and care coordination for patient referred to the HITH program from Goulburn Valley Health acute care facilities and general practitioners. All patients referred to the HITH program must be assessed by the HITH Coordinator and will be admitted on the criteria of the Victorian hospital admission policy.

The Hospital in the Home (HITH) – Coordinator is responsible for is responsible for assessing client eligibility through an assessment process that includes: social, environmental and a physical assessment.

The HITH coordinator will work collaboratively with the manager of the Home Nursing Service, Goulburn Valley Health, Director of the Emergency Department, HITH appointed Senior Clinical Medical Specialists and other doctors involved in the HITH program.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Respond accordingly to report vital consumer observations that are outside the normal range as per clinical guidelines
- Assist with the Intake, assessment, management revision and timely discharge of clients
- Ongoing review the effectiveness of current processes for the Hospital in the Home Program.
- Monitor and review Hospital in the Home assessment care planning and evaluation processes to ensure best practice is achieved.
- Deliver Hospital in the Home services in accordance with the appropriate program guidelines.
- Participate in the preparation and provision of reports required for Hospital in the Home, Home Nursing Services, the Department of Health & Department of Human Services and Commonwealth Agencies as required.
- Monitor service demand and identify service provision gaps within communities of the catchment areas.
- Provide leadership of new projects and practice changes.
- If required appraise staff performance and ensure that staff receives appropriate management and professional training and development opportunities.
- Develop and foster a supportive and effective team environment.
- Attend all meetings relevant to the position
- Ensure all position descriptions are updated to reflect current role requirements.
- In conjunction with Manager, develop and implement financial strategies that will ensure financial targets are met.
- Maintain a culturally sensitive approach to the planning, delivery and evaluation of services and programs to ensure they are appropriate and relevant to all culturally and linguistically diverse (CALD) groups in the community.
- Assist the Manager Home Nursing Services to complete monthly scorecards and variance reports and inform manager of any issues relating to under or over achievement of targets.
- Assist the Manager Home Nursing Service in setting of budgets and performance targets.



- Assist the Manager Home Nursing Service to review service requirements to ensure alignment of resources with key priorities
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

1. Provide quality and safe clinical care for consumers

- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Comply with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Consumer feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Promptly report vital consumer observations that are outside the normal range as per clinical guidelines
- Ensure an effective discharge from hospital or services that reflects the needs of the consumer.

2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Maintain current knowledge of clinical practice
- Actively participate in identifying where improvements can be made to the quality of consumer care
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

4. Commit to ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Support the development of others by acting as a resource to colleagues and participating in orientation and preceptoring of new employees and supervising students
- Provision of appropriate supervision to less experienced clinical employees
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.



QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

KEY PERFORMANCE INDICATORS:

- Provide reporting in line with VAED requirements.
- Meet the medical record, coding and reporting requirements
- Meet the allocated HITH bed capacity
- Meet required KPI bed days per allocation requirement
- Registration is maintained and working within scope of practice
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse
- Minimum 4 years post graduate nursing experience
- Recent experience in acute, medical, surgical and/or specialty area of nursing.
- Excellent interpersonal and communication skills.
- Demonstrated ability to work within a multidisciplinary team and autonomously as necessary.
- Demonstrate excellent time management and organisational skills.
- Proven ability to work independently and demonstrated initiative in performing duties.
- Ability to work well under pressure and be flexible to changing priorities and environment.
- Advanced assessment skills including cannulation
- Current Drivers Licence
- Computer literacy at intermediate level.
- Evidence of full immunisation against COVID-19 and seasonal influenza
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

Desirable

- Post Registration Qualification in Critical Care Nursing or related qualifications
- Previous management experience at ANUM level
- An understanding of service delivery issues in rural areas.

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general consumer handling and clinical duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ working alone ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ operating equipment ▪ handling general and infectious waste ▪ participating in shift work and on-call 	<ul style="list-style-type: none"> ▪ exposure to substances and hazardous materials ▪ working at other locations may be required ▪ dealing with anxious or upset consumers or members of the public ▪ driving a motor vehicle

Reviewed by	Manager of Home Nursing Services
Issued	March 2024
Reviewed	August 2024

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ /_____/_____

 (Print Name)