Position Description

Position Title:	Emergency Department Representation Prevention Coordinator
Reports to:	Manager Hospital Avoidance Program
Department:	Hospital Avoidance program
Directorate:	Community & Integrated care
Cost centre:	D0004
Code & classification:	ZF4 – ZJ4
Employment conditions:	Nurses and Midwives (Victorian Public Health Sector) Single Interest Employers Enterprise Agreement 2024-2028 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

Emergency Department (ED) frequent presenters (FP's) often have complex physiological health, mental health, and psychosocial needs that are not adequately addressed through current care pathways. This can result in repeated ED presentations, unplanned readmissions, and escalating system costs.

Unplanned readmissions within 30 days of discharge are a significant cost driver for Victorian public hospitals. Potentially avoidable unplanned readmissions (PAURs)—often caused by complications from medical or surgical care—represent a high percentage of these costs.

This position is dedicated to identifying, engaging and supporting the work required to reduce frequent presenters and identify reasons for Emergency Department (ED) representation. This role would work in conjunction with Mental Health (MH) clinicians who have expertise in this area as well as Emergency Services (ES) (RAV/VICPOL) to reduce unnecessary ED presentations for this FP cohort and identify issues around representation. Core responsibilities will include;

Patient Identification: Track and analyse ED data to proactively identify individuals who present frequently (e.g., 4 to 10 or more times per year, or >5 times in a single month)

Care Plan Development: Create and update individualized Emergency Department Management Plans (EDMPs) to guide staff on best practices for these specific patients.

Cross-Agency Collaboration: Refer to and liaise with acute care, ambulance services, mental health networks, general practice (GPs), community and social services to ensure holistic, community-based support.

Care coordination: connect people with appropriate, timely and accessible care

Staff Education: Present case studies and educational materials to ED clinicians to promote person-centred care and reduce frustration when handling complex cases.

Data Evaluation: Monitor presentation trends, evaluate interventions, and report outcomes to hospital management

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Patient Identification: Track and analyse ED data to proactively identify individuals who present frequently (e.g., 4 to 10 or more times per year, or >5 times in a single month)
- Care Plan Development: Coordinate case conferences and care plans with multiple agencies as required and create and update individualized Emergency Department Management Plans (EDMPs) to guide staff on best practices for these specific patients.
- Cross-Agency Collaboration: Refer to and liaise with acute care, ambulance services, mental health networks, general practice (GPs), community and social services to ensure holistic, community-based support. Support communication and coordination across multidisciplinary teams and services. Liaise directly with a patient's GP, other services involved in the patients care
- Care coordination: connect people with appropriate, timely and accessible care. Provide short term care coordination while in ED, hospital or outpatient clinics and within the community
- Staff Education: Present case studies and educational materials to ED clinicians to promote person-centred care and reduce frustration when handling complex cases
- Patient education: Work with patients to improve their understanding of their health and psychosocial conditions and build their capacity for self-management and self-determination Provide early referrals to Inpatient and Community Services
- Provide comprehensive psychosocial assessments
- Provide diversions and safe discharges from ED through referral/organisation of services such as home help, respite and personal care
- Assist patients navigate eligible programs such as My Aged Care/NDIS/Mental health to determine which service best fits their needs.
- Identify patients at urgent risk of unnecessary hospitalisation
- Identify and implement appropriate tools such as the POLAR Hospital Avoidance Tool that can assist with identification of patients who are likely to become frequent presenters
- Work with required programs/services to ensure access to services for long term support if required.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Current AHPRA registration as a Registered Nurse

Essential:

- Current Australian drivers' licence
- Current National Police and Working with Children History Check
- Minimum 5 years clinical experience

Desirable:

- Specialized Knowledge: Strong understanding of chronic disease management, mental health, and drug and alcohol services.

- Key Skills: Excellent communication, negotiation, and care coordination abilities.
- Proficiency in compiling clinical reports and presenting them to diverse healthcare teams

---

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Act as a patient advocate to ensure consumer participation in all care/service planning
- Demonstrated high-level communication skills both oral and written
- Demonstrated customer service skills
- Demonstrated comprehensive problem solving and planning ability
- Demonstrated positive and flexible work practices and ability to manage change in the work environment
- Experience in conflict management/negotiations
- Demonstrated ability to work effectively within an interdisciplinary team and to liaise constructively and effectively with multiple service providers

---

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- 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;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;

- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Clinical Operations	**Emergency Department Representation Prevention Coordinator**
Reviewed by:	Operations Manager - HIP
Issue Date:	October 2026

ABOUT US

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, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: Values and Vision - GV Health

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: Strategic Plan 2024-2026 - GV Health

FOR MORE INFORMATION

Application tips: Application Tips - GV Health
GV Health: https://www.gvhealth.org.au/about/
Child Safety and Wellbeing: Child Safety and Wellbeing - GV Health
Living in Goulburn Valley: Goulburn | Regional Living Victoria
GV Community Connector: Community Connector Program for Businesses