Position Description

Position Title:	Residential In Reach Coordinator
Reports to:	Manager Hospital Avoidance programs
Department:	Residential In Reach
Directorate:	Clinical Operations
Cost centre:	A6802
Code & classification:	Community Health Nurse (ZJ1)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025–2027 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

The Residential In-Reach (RIR) Program provide a visiting service to Aged Care facilities within Shepparton and Mooroopna as an alternative to Aged Care clients being transferred to the Emergency Department. Residential In Reach staff provide clinical support including acute assessment, clinical expertise and short term management for clients while also providing educational support for staff within the Eastern Hume region Residential Aged Care Facilities (RACF).

The primary aim of the position is to provide specialist assessment, enable a better client journey across the care continuum and implement clinical management of residents of Residential Aged Care Facilities in order to prevent avoidable presentations to the Emergency Department (ED). The position also provides clinical consultancy to nursing staff and care staff of RACF's and relevant community agencies

RIR works in partnership with the residents GP and other community programs including but not limited to Ambulance Victoria (AV) and the Victorian Virtual Emergency Department (VVED)

RESPONSIBILITIES AND DUTIES

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

- To carry out comprehensive assessments, care planning, coordination and treatment for RACF residents who are experiencing medical issues which may lead to an Emergency Department presentation
- Provide highly demonstrable specialist assessment and management interventions for RACF residents referred to the RIR Service, by phone, and face to face within the RACF setting, the Emergency Department or other venue as required. This may also include some inpatient consultations.
- Ensure all discharge processes for clients are timely and well-coordinated, including ensuring appropriate discharge communication with RACF care staff, GP's and residents NOK

- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
- 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
- Triage phone referrals to ensure care is provided in the most appropriate setting
- Provide expert clinical advice to clients, carers and other health care professionals within the defined speciality Actively case find RACF residents within ED and the inpatient wards
- Coordinate and lead the activity and deliverables of RIR
- Actively participate in organisational projects, and regional and state-wide initiatives
- Ensure RIR, within the broader context of the Health Independence Programs achieves service targets through regular monitoring including result analysis and variance reporting
- Provide advice on matters that impact on RIR service planning and development through regular meetings and forums
- Promote positive and effective learning experiences through the identification of staff education and development needs to ensure an effective workforce
- Ensure effective open channels of communication with interdisciplinary health care workers and relevant stakeholders.
- Provide a high-quality service to RACF clients 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

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KEY SELECTION CRITERIA

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

- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse.
- Work experience at senior level in the area of Aged Care and/or Emergency nursing, acute care nursing

Essential:

- Work experience at senior level in the area of Aged Care and/or Emergency nursing, acute care nursing
- Current drivers licence
- Well-developed understanding of an evidence-based approach to person-centred care
- Demonstrated knowledge and understanding of RIR service delivery across the health sector, including the acute to community care interface.
- The ability to work collaboratively as an individual practitioner within a team environment including the ability to initiate and maintain effective professional relationships.
- Excellent interpersonal, written & verbal communication skills including problem solving ability & computer literacy.

Desirable:

- Post-graduate qualifications in Aged Care and/or Critical Care

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;
- 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
- Undertake evaluation of and research into RIR service to ensure best practice and identify any gaps within the service system
- Attend the quarterly state-wide RIR meetings
- Submit data as required for collation of program indicators and compliance with GV Health's monthly, quarterly and annual reporting requirements

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	**Care Coordinator – Residential In-Reach**
Reviewed by:	Operations Manager - HIP
Issue Date:	November 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