

Complex Inpatient Care Coordinator- Grade 3 Social Worker

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Complex Inpatient Care Coordinator ensures safe, effective, and timely discharge planning for patients with complex care needs. The role focuses on coordinating complex admissions and discharge pathways to optimise patient care, reduce hospital length of stay and facilitate seamless transitions between the inpatient and community-based services.

The position will be required to work closely with the Social Work Team and Emergency Department (ED) Care Coordinator to ensure a seamless transition through the inpatient service system. The role emphasises holistic, patient-centered care across key service areas, including, such as rehabilitation, oncology, palliative care, aged care and acute wards. By integrating patients, families and the broader healthcare team into care planning, the role will support service system navigation and improved health outcomes across the dynamic healthcare environment.

Success will be demonstrated through timely and effective discharge plans, high patient and family satisfaction, reduced delayed discharges or readmissions and meaningful contributions to Continuous Quality Improvement (CQI) and service development.

Position Details	
Position Title:	Complex Inpatient Care Coordinator
Department	Wellbeing and Primary Mental Health
Reports to:	Team Leader Inpatient Social Work
Enterprise Agreement:	Allied Health Professionals Enterprise Agreement 2021-2026
Position Classification:	Grade 3 Social Worker (SC31-SC34)
Position Description last reviewed:	January 2025

Key Accountabilities
<p>Coordination of Admissions and Discharges:</p> <ul style="list-style-type: none"> Collaborate with clinical teams to identify patients with complex care needs upon admission; Develop individualised discharge plans in partnership with patients, families and multidisciplinary teams; Ensure discharge plans align with evidence-based models and support continuity of care;
<p>Stakeholder Engagement:</p> <ul style="list-style-type: none"> Act as the primary liaison between health service Departments, including Community Services and external care providers to support service system navigation; Establish strong relationships with Allied Health, Nursing, Medical staff and external agencies, to address barriers to timely discharge;
<p>Assessment and Planning:</p> <ul style="list-style-type: none"> Assess patient discharge needs and plan a response that will likely address the social determinants of health, including for example, may housing, transport, or access to ongoing care; Coordinate services, for example, home care, rehabilitation, or Residential

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Aged Care as required;
Problem Solving and Advocacy: <ul style="list-style-type: none"> Address delays or complications in discharge processes by proactively identifying and resolving issues; Advocate for patient needs with internal and external stakeholders to ensure equitable access to services;
Data and Reporting: <ul style="list-style-type: none"> Monitor and report on discharge trends, outcomes and barriers to inform service improvements; Maintain accurate documentation in line with organisational policies and procedures;
Quality Improvement: <ul style="list-style-type: none"> Participate in and/or lead CQI initiatives to enhance discharge planning processes; Contribute to staff education and training regarding complex discharge management;
Actively support service co-ordination principles across ERH services, particularly within the Community Services Division;
Complete and participate in mandatory professional and regulatory accreditation programs, including the Allied Health Supervision Framework expectations, plus the provision of supervision to Social Work students and other relevant disciplines.

Organisational Responsibilities



Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with the National Safety & Quality Health Service Standards and other industry standards and relevant regulatory requirements

CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them

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<p>Respect</p> 	<p>Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience</p>
<p>Excellence</p> 	<p>Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do</p>

Key Relationships	
Internal	External
Community Services Clinicians	External Agencies relevant to patient care
Medical Personal including Geriatrician, Rehabilitation consultant, HMO, VMO	

Selection Criteria
Essential:
Qualifications: Bachelor of Social Work, Bachelor of Social Work with honours, or a Social Work Qualifying Master's degree eligible for registration with the Australian Association of Social Workers;
Desirable: Post Qualification relevant to position
Minimum 7 years' experience in practice of Social Work
Demonstrated high-level experience as a Social Worker working within an environment where clients have complex and/or high acuity needs, to enable discharge planning, care coordination and case management;
Highly-developed interpersonal skills to ensure an ability to advocate for clients, their families and carers in a high-pressure, multidisciplinary and complex environment that may require crucial conversations;
A demonstrated commitment to learning and unlearning First Nations cultural bias to ensure care provision is respectful and free from discrimination, judgement, stigma and racism;
A demonstrated ability to work collaboratively within a high performing team that is grounded by a just culture to ensure safe, timely, effective, efficient, equitable and patient centred;
Satisfactory evidence of; National police check, Working with Children's, National Disability Insurance Scheme (NDIS) Worker Screening and Vaccination status in line with policy and procedure at this time.

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

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Signed: _____ Date: / /

Print Name: _____

cc: Employee File