

POSITION DESCRIPTION

Emergency Department and Complex Admissions Care Coordinator

We acknowledge the First Peoples of Australia who are the Traditional Custodians of the land and water where we live, work and play. We celebrate that this is the oldest living and continuous culture in the world. We are proud to be sharing the land that we work on and recognise that sovereignty was never ceded.

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The position is responsible for care coordination within the Emergency Department (ED) and for supporting complex inpatient admissions at Echuca Regional Health. The role aims to enhance health outcomes by ensuring timely access to a coordinated and integrated system of community-based and hospital services.

The incumbent will provide comprehensive care and support to patients, families, and carers within the ED and oversee the seamless transition of care for complex patients requiring inpatient admission. This includes early identification of needs, liaison with multidisciplinary teams, and coordination with internal and external service providers to facilitate safe, efficient, and person-centred care

The position will include comprehensive psychosocial assessment, planning, coordination of care and interventions for patients with complex health issues and needs. The position will be required to complete comprehensive risk assessments including participation in secondary consultation around complex health and social issues including mental health, family violence and child protection.

Position Details

Position Title:	Emergency Department and Complex Admissions Care Coordinator
Department	Wellbeing Primary Mental Health
Reports to:	Team Leader Inpatient Services
Enterprise Agreement:	Allied Health Professionals EA 2021-2022
Position Classification:	Grade 3

Key Accountabilities

Provide quality patient focused care through competent, evidence-based clinical skills relating to assessment, interventions and discharge planning
Demonstrate multi-disciplinary health care approach that achieves desired patient outcomes.
Manage risk and actively work toward implementing risk reduction strategies in particular with mental health, family violence, alcohol and other drug and child abuse presentations.
Commence interdisciplinary collaboration and team decision making by developing and contributing to comprehensive discharge care plans.
Provide person-centred care that encourages and supports consumer and carer participation
Promote continuity of care within and across hospital and community sectors via developing comprehensive discharge care plans and ensure plans are developed and communicated with treating medical team including Primary Care

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Identify and prepare alerts and care plans for patients who frequently present to ED as well as patients identified with having complex risk factors allowing for effective management of ED presentation
Develop comprehensive assessments and care plans identifying alternative community-based services to prevent unnecessary admissions and facilitate diversions from the ED.
Maintain confidentiality in accordance with organisational policy and practice.
Participate in Continuous Quality Improvement (CQI) activities to ensure innovation in health care.
Participate in Continuous Professional Development (CPD) to ensure the delivery of evidence based and culturally sensitive practice, including workshops, Conferences and in-services.
Any other duty considered reasonable and specific to the role.

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
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional 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
Respect 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

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Key Relationships

Internal	External
Key working relationships with direct line Wellbeing Primary Health Manager and the Executive Director of Community Services. Key working relationships and daily operational supervision within the Emergency Department at Echuca Regional Health. All Community and Inpatient services within Echuca Regional Health	Area Mental Health and Wellbeing Service, other healthcare and community service providers, Department of Health, Department of Families, Fairness and Housing, Orange Door and other key stakeholders as appropriate.

Selection Criteria

Essential:

1. Demonstrated Clinical Experience in crisis intervention including but not limited to trauma, adjustment to health diagnosis, family violence, child abuse and neglect mental health and alcohol and other drugs.
2. Relevant tertiary qualification in a related field such as Social Work, Occupational Therapy or related discipline and eligible for registration with peak body
3. Demonstrated excellent negotiation, decision making and advocacy skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders
4. A knowledge and understanding of Aboriginal and/or Torres Strait Islander primary health issues.
5. 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
6. Satisfactory evidence of: National police check, Working with Children's Check and Vaccination status, in line with organisational policy.

Desirable:

Demonstrated ability to initiate, lead, complete and implement quality improvement activities
Post Qualification relevant to position
Minimum 7 yrs experience

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.

Signed: _____

Date: / /

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Emergency Department and Complex Admissions Care Coordinator

Print Name: _____

cc: Employee File