

## *Supporting Everyone to be healthy and live well*

### **PURPOSE OF THE ROLE**

The Clinical Care Coordinator in consultation with the client, their carer and the Community Rehabilitation Program (CRP) transdisciplinary team is responsible for the effective development, implementation, review and completion of Community Rehabilitation Program client assessments, care plans and for the delivery or scheduling of client intervention in a person- centered manner. The Clinical Care Coordinator will assist the CRP team with intake and triaging of all referrals into the service.

#### **Position Details**

Position Title:	Clinical Care Coordinator
Department	Community Rehabilitation
Reports to:	Community Rehabilitation Manager
Positions Reporting to this role:	Nil
FTE:	.5
Budget:	Core funding
Enterprise Agreement:	Nurses and Midwives Enterprise Agreement 2024-2028
Position Classification:	RN (ZF4)
Position Description last reviewed:	August 2025

#### **Selection Criteria**

##### **Essential:**

##### Qualifications:

Nursing Registered qualification, a minimum of five years post graduate experience, current National registration and rehabilitation experience

Demonstrated ability to deliver person centred care, skills in assessing client status, developing care plans, monitoring progress, and collaborating with GPs and specialists for effective care coordination and client outcomes

Proven ability to work within a transdisciplinary team, ensuring optimal client care and efficient program delivery through collaboration with health professionals and external services

Excellent communication skills, fostering effective interactions with clients, families, and colleagues. Able to collaborate with health professionals to manage clients and ensure timely referrals to appropriate services

Proven organisational skills, able to prioritise tasks, manage diverse workloads, and consistently follow through with responsibilities

Demonstrated ability to triage referrals into CRP, assigning to program streams after initial needs assessment is completed

Commitment to ongoing professional development and maintaining compliance with policies, including satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time

##### **Desirable:**

Experience in case management support

### Key Accountabilities





- Be a leader in the delivery of high-quality, client-centered rehabilitation programs, ensuring safe and effective treatment and rehabilitation planning.
- Foster a collaborative, positive workplace culture by establishing effective interpersonal relationships and contributing to team-based goals.
- Proficient in managing client data, tracking key performance indicators, maintaining waiting lists, and ensuring accurate reporting of client outcomes.
- Develop and implement creative self-management strategies to support clients in achieving their rehabilitation goals.

### 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:

<b>Collaboration</b> 	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
<b>Accountability</b> 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
<b>Respect</b> 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
<b>Excellence</b> 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do





### Key Relationships

Internal	External
CRP transdisciplinary team	External referring agencies
Medical and Nursing professionals	Primary and Specialist Medical Professionals
Acute and Sub Acute Allied Health	Community and Health Agencies
ERH Community Services Programs	Community Support programs

### Leadership Capabilities

The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework.

✓ **PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL**

Category	Descriptors	Foundation	Proficient	Advanced	Highly Advanced
<b>Collaboration</b> 	Inspires direction & purpose	✓			
	Turns challenges into opportunities	✓			
	Communicates effectively	✓			
	Builds relationships	✓			
	Works collaboratively	✓			
<b>Accountability</b> 	Acts with integrity	✓			
	Demonstrates accountability	✓			
	Drives accountability	✓			
	Manages self	✓			
	Promotes innovation	✓			
<b>Respect</b> 	Accessible communicator	✓			
	Values difference	✓			
	Consistently articulates direction	✓			
	Empowers others	✓			
	Respectfully influences	✓			
<b>Excellence</b> 	Delivers results	✓			
	Plans and prioritises	✓			
	Thinks and solves problems	✓			
	Consumer focus	✓			
	Innovation change leader	✓			

### 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:        /        /

Print Name: \_\_\_\_\_

cc: Employee File