

POSITION DESCRIPTION

Position Title:	Hospital Admission Risk Program (HARP) Care Coordinator-Complex Care
Business Unit/Division:	Hospital Without Walls
Award Agreement:	Nursing
Classification:	Registered Nurse Grade 4 Community Nurse
Employment Type:	Total 1.5 EFT (2 positions) Fixed term contract until 28/06/26
Reports to:	HARP Team Leader
Date Prepared/Updated:	August 2025

General Role Statement:

The Care-Coordinator will use a patient-centred approach to care provision in order to optimise clients' health and well-being through the processes of comprehensive assessment and coordination of individualised, multidisciplinary care-plans.

Care will be provided in a variety of settings and will focus on the reduction of preventable hospital readmissions, and improve client wellness at home.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The Hospital Admission Risk Program (HARP) Complex Care Coordinator is a Registered Nurse (Division 1), who aims to assist clients with complex care needs and chronic disease to optimise their healthcare outcomes. This is to reduce preventable use of emergency departments and inpatient services.

HARP provides timely comprehensive assessment, care-planning, action planning, service coordination and short-term intervention to clients living in the community. HIP programs work to improve people's health outcomes and reduce the use of Emergency and acute inpatient services.

The Care Coordinator provides support to clients carers/families and staff as required. They contribute broad clinical nursing expertise and skills to facilitate self-management to wellness. Specifically, the Care Coordinator's role is as a key contact for clients, carers and relevant service providers to develop and implement a care-plan targeted at improving well-being with timely support. Where appropriate, clients and carers will be linked to longer-term services, case-management or residential-care services.

The role is pivotal in leading and supporting the provision of evidence-based practice to support clients with complex psychosocial needs and chronic disease management. It supports innovative projects to provide integrated care in the community for people with chronic and complex needs, thus reducing the need for acute care.

The position will be primarily located at Epping Private as of time of recruitment, but may be required to work within other sites as directed by Management. Services are provided primarily in clients' homes, however could be in a variety of settings. There are KPIs associated with HARP activity.

This position is responsible for:

- Providing service in line with the HIP - guidelines in the setting of the home.
- Delivery of safe, high quality care at an advanced level to clients with chronic diseases and complex needs who are at risk or readmission to hospital.
- Collaboration with General Practitioners, Medical Specialists, acute, primary and community care to undertake coordinated care planning and provision.
- Clinical and professional leadership in the relevant area of clinical practice, care coordination for patients with Chronic disease and complex needs.
- Provision of direct care or consultation to the provision of client care within complex clinical environments, across multiple services.
- Involving patients and carers in the decision-making process about their health management program.
- Implementation of patient-centred care, and identification and management of barriers to successful self-management.
- Identification of the client's initial needs and completing a comprehensive clinical and safety assessment as per National Safety and Quality Health Service Standards (NSQHSS).
- Provision of best practice education and interventions to support clients living well at home.
- Facilitation of Care Coordination, integration of care plans, addressing co- morbid conditions and advance care planning discussions.
- Development of and advocacy for an agreed client focused care plan appropriate for that client in their disease trajectory.
- Development and communication of a clear action plan for the client to implement when unwell, or requiring information.
- Linking clients to supportive care and community support options including My Aged Care.
- Presenting all patients at a case conference and contributing to a multidisciplinary case review.

- Ensuring that patient treatment planning aligns with organisational capacity and demand in order to ensure timely access to care.
- Demonstrating responsibility in ensuring that the utilisation of resources and work practices are measured and monitored for improved patient care.
- Timely and safe discharge to primary care, community care or other long term options is completed.
- Demonstrating flexibility in practice to improve the efficient delivery of care throughout Northern Health.
- Maintaining current knowledge of relevant community resources, information and referral processes and utilises this knowledge in clinical practice.
- Educating students, graduate nurses, allied health and medical staff (minimum of one session per year).

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

Develop, monitor and maintain high practice standards of Service Delivery whilst incorporating the mission and values of Northern Health by:

- Deliver Safe, high quality care and education at an advanced level, including the monitoring of side effects and compliance treatment as per Northern Health Policies and guidelines.
- Direct provision for consultation to, client care within complex environments, across multiple services.
- Demonstrating high level problem solving in the planning, provision and coordination of patient care.
- Involving client's families and their carers in the decision-making process about their health management program, implementing patient-centred care and identifying and addressing barriers to successful self-management.
- Documenting client care in accordance with Northern Health policies and in a timely way for optimal communication to all stakeholders involved in client care.
- Acting a client advocate, ensuring that the rights of individuals/groups are maintained and an optimal standard of care is provided.

- Promoting and driving evidence-based practice.
- Managing client load in accordance with risk management principles and Northern Health priorities.
- Ensuring that patient treatment plans aligns with organisational capacity and demand in order to ensure timely access to care.
- Demonstrating responsibility in ensuring that the utilisation of resources and work practices are measured and monitored for improved patient care.
- Providing a variety of evidence-based modalities of care to meet patient needs.
- Demonstrating flexibility in practice to improve the efficient delivery of care throughout Northern Health.
- Providing clinical decision support to staff/teams caring for patients in the relevant area of clinical practice and associated services.
- Developing collaborative relationships with other service providers and fostering appropriate clinical pathways across the acute, subacute, community and primary care interface.

Performance Indicators:

- Referrals and assessments are actioned in a timely way to ensure equity of access for all clients to the service.
- Care plans are developed in consultation with clients, based on client needs, and the needs of clients from linguistically and culturally diverse backgrounds are met.
- Acting as a clinical and professional leader in the relevant area of clinical practice.
- Completing timely and safe discharge to primary care provider.
- All documentation related to client care, service provision and discharge is completed in a timely way and adheres to relevant guidelines and policies.
- Acting as a positive role model and expert clinical resource person for clinicians, patients and their significant others and the wider community as appropriate.
- The completion of a minimum one quality project each calendar year and delivery of inservices within Community Programs or other areas

Strategic and Project Management Leadership

- Provides effective new staff induction/orientation and professional development to others.
- Ensures own responsibilities for human resource and payroll data are completed within time lines.
- Ensures all activities comply with Northern Health policies and procedures and contributes to the development and update of policies and procedures as required.
- Actively engages in performance development and self-directed learning and achieves annual performance development goals.
- Undertakes all mandatory training as required.
- Works to build a positive culture within the team.
- Support the achievement of accreditation under the National Safety and Quality Health Care Standards.
- Practice within the guidelines for that National Safety and Quality Health Care Standards.
- Contributes to quality improvement through participating in quality activities and projects.
- Undertake role activities in a manner that supports a safe environment, eliminating harm to patients and staff.
- Contribute to strategies to monitor and evaluate the safety and quality of patient care, patient satisfaction and clinical practices and processes through the participation in audits.

Performance Indicators:

- Participates and conducts effective staff induction/orientation to new staff members/students.
- Completes all authorised responsibilities for human resource and payroll data within timelines and does not require management prompting.
- Completes all mandatory training within one month of notification that training has expired.
- Arranges and completes Professional Development and notifies management of all training.

- Mandatory attendance at all HARP Team meetings.
- The completion of a minimum one quality project each calendar year and delivery of in-services within Community Programs or other areas
- Record, report and contribute to the investigation of all clinical and non-clinical incidents and ensure that actions and recommendations are implemented.
- Encourage utilisation of and participate in, the patient complaint process as a means to improve the quality and safety of care.

Organisation-Wide Contribution

- Documentation meets legal, professional and organisational standards, and all patient and staff related records and documents are stored and managed in accordance with Northern Health policy.
- Participates in relevant committees, prepares and submits reports and completes activities as required.
- Records, collates or analyses information and data associated with the service as directed.
- Works directly with the speciality service management to review service models and models of care and to analyse and interpret the needs of the service.
- Utilises lean principles in the management of infrastructure and resources to ensure effective use.
- Observe safe working practices, protecting your own and other's health and safety.
- Utilises RiskMan software for the recording and reporting of all incidents and issues.
- Contributes to patient software safety and quality of care by:
 1. Implementing the Risk Management Policy and Framework within area/s of responsibility and ensure risk management strategies and processes are embedded into work practices.
 2. Promoting a culture of risk awareness and ownership.

Performance Indicators:

- Achieves service targets and KPIs to ensure financial viability of service.
- Develops strategies to manage variances or shortfalls in activity.
- Completes accurate and timely health service data and statistical information as directed, within nominated timelines.
- Works closely with service/program manager to drive service initiatives relating to business plans, policies, and quality improvement.
- Actions are taken in a timely manner to address risk assessment recommendations.
- Managing and monitoring business, safety and operational risks within area/s of responsibility, reporting key/emerging risks and opportunities to relevant Executive Director/ Director / Line Manager.
- Accurate and timely reporting of adverse risks in Riskman.
- 100% compliance with Northern Health Emergency procedures.
- 100% compliance with Northern Health Safe Home Visiting Procedure.
- Compliance with Northern Health OH&S Procedures

Diversity and Inclusion

- Exhibit customer service behaviours in all interactions with internal and external customers.
- Modelling a person-centred, culturally sensitive, ethical approach to care planning and provision.
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan.

Performance Indicators:

- Consumer feedback relating to safety and quality of services is received by Northern Health.
- Complete mandatory training relevant to the role.

- Participate in performance review including establishing and working toward achievement of a professional development plan.

Innovation and Culture Change

- Recognise the values of HIP Programs in contributing to developments, and improved standards of care, by initiating and participating in hospital Quality Improvement/Research Activities.
- Review systems and processes as they relate to activity and implement changes as appropriate
- Participates in ongoing self-development and education
- Enable empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- Current AHPRA Registration as a Division 1 Registered Nurse
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- Minimum 5 years clinical experience
- Experience in holistic assessment, care coordination or case management-particularly with clients with Chronic disease and complex needs
- Coaching and motivating experience
- Clinical Leadership in the continuing care setting

Desirable

- Experience in Community Nursing
- Post graduate qualifications in a relevant speciality area (or working towards)
- Relevant experience/training in palliative care and advance care planning.

Knowledge, Skills and Behaviours

- Demonstrated high level of knowledge of community, residential and acute/subacute services. that support clients with chronic disease and complex needs.
- Demonstrated advanced clinical assessment, intervention planning and delivery skills.
- Exceptional communication and customer service skills.
- Demonstrated high level problem solving and planning ability.
- Experience in conflict management/negotiation.
- Act as a patient advocate to ensure consumer participation in all care/service planning
- Flexible and change orientated.
- Demonstrated ability to meet clinical targets, manage workload efficiently and establish priorities.
- Demonstrated ability to work effectively within an interdisciplinary team and to liaise constructively and effectively with multiple service providers.
- Full knowledge and application of the National Safety and Quality Health Service Standards.

- Demonstrated skills and knowledge providing services to patients from CALD, Aboriginal and Torres Strait Islander population, refugee and marginalised backgrounds.
- Sound knowledge of the legal implications around patient advocacy.
- Clinical Experience with a health promotion and client self-management focus.

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: