

Position Description

Hospital in the Home & Virtual Care Case Manager

Classification:	YW15
Business unit/department:	Hospital in the Home and Virtual Care
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Parental Leave Cover
Hours per week:	38
Reports to:	Nurse Unit Manager (HITH)
Direct reports:	Nil
Financial management:	Budget: NA
Date:	22 nd December 2025 – 9 th November 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

Reporting to the Nurse Unit Manager, the Hospital in the Home (HITH) & Virtual Care (HITH-VC) Case manager will proactively manage the transfer of patients from a traditional inpatient model to receiving high quality, acute care in the patient's own home. They will manage the needs of patients in a collaborative fashion to ensure high patient satisfaction, while facilitating hospital flow and safe and effective discharge planning to community services post HITH admission. They will provide clinical expertise and support to the services (both internal and external) providing care to the patients in a community setting.

The HITH Case manager ensures care is provided to the patient in a safe and timely fashion. The patient is engaged, and central in all treatment and care decisions, allowing rapid access to HITH services for care seven days a week. They support the provision of care by the most effective means – be that Telehealth, virtual ward admission (including the use of wearable monitoring devices), or other appropriate care pathway in response to acuity and the needs of Austin consumers. They are committed to innovation and expansion of traditional HITH service provision and actively participate in the exploration of non-traditional care types.

HITH supports specialty care areas, allowing for the provision of care to patients who need expertise and a specialised nursing workforce, supported by HITH medical and pharmacy services.

The HITH Case Manager will be allocated to different functions within the HITH service, depending on their skill set and the business need. Within the HITH team, these roles are known as HITH Intake (the initial review and streaming of new referrals), Care Coordination (overseeing the care of current HITH patients and supporting the response to clinical change and deterioration (including the provision of on-call and after hours support)), Case manager (Case management and onboarding of HITH referrals, in-person or video telehealth reviews and all other care as allocated), or Virtual HITH Case management (including the support of patients utilising wearable technology). All these functions work under the role Case Manager, YW15 in support of the HITH service.

About the Directorate/Division/Department

Hospital in the Home & Virtual Care facilitates the shift of traditional acute care to the patient's own home without compromise to quality and effectiveness. This care may take place via in-home nursing and support services, via video telehealth or via admission to Hospital in the Home – Virtual Care, where higher acuity care can be provided via video-telehealth, utilising wearable technology.

Hospital in the Home improves patient satisfaction, reduces the cost of hospitalisation per in-patient episode, and facilitates hospital flow.

The strategic plan for HITH aims to provide: Reliable, safe, patient-centred care, Digital Transformation, and Innovation in Specialist Care

The following principles underpin the delivery of the Austin Health HITH program:

- I. Care is provided to the patient in a timely fashion, without delay. The patient is engaged, and central in all treatment and care decisions.
- II. Patients are informed, consulted with, and agree to receive their hospital care in the home.
- III. Management of the patients' care is seamless between acute or admitted care, as a result of an organisational approach to utilisation of the service.
- IV. Austin HITH is designed to ensure that all patients can access the HITH service if they require it, regardless of place of residence.
- V. The HITH workforce are empowered to ensure personal safety for the workforce, and the patients via a clearly defined assessment process undertaken on application for admission.
- VI. HITH services are designed to allow for rapid access by patients to care seven days a week, twenty-four hours a day. This includes a clearly defined 24/7 emergency response and escalation process known to each admitted patient.
- VII. Patients' cultural values are respected and considered in treatment options.
- VIII. High quality, safe care delivered by an appropriately experienced and skilled workforce.
- IX. Acute Austin Health treatment and care services can and will be delivered by way of telehealth, virtual ward admission or other appropriate pathway in response to the changing acuity needs and demands of Austin consumers.



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- X. Austin Health is committed to innovation and expansion of traditional HITH service provisions, and actively participates in exploration of non-traditional care types.

Hospital in the home can be accessed as an alternative to traditional ward-based care by current inpatients at Austin Health (all campuses), patients in the Emergency department/Short Stay Unit, or by individuals who are referred to HITH as part of a planned admission (often via a HITH surgical pathway).

To be accepted to the HITH program, referrals are assessed for suitability to ensure the person is clinically stable, has appropriate supports in the home, the home environment is safe for staff to attend, and they consent to the programme.

The program provides complete care co-ordination services and can include: - personal care assistance, dietary supplements, physiotherapy and occupational therapy in the patients' own homes to facilitate the required clinical care.

HITH Virtual Care supports patients who require higher acuity clinical oversight and facilitates specialty clinical management. This care is particularly supported in the Cardiology/Cardiac Surgery and Haematology space and can require the targeted involvement of staff with additional skill sets for this management. These care types are growing and changing rapidly, as HITH continues to grow.

Austin Hospital in the Home prides itself on being an innovative service, striving to ensure people are receiving the right care, in the right place (both in-person and through utilising technology).

Hospital in the Home & Virtual Care sites within Ambulatory Services in the Access, Critical Care, Imaging and Ambulatory Services Division (ACIA)

Position responsibilities

Role Specific:

Direct Clinical Care;

- Receipt and triage of referrals to Hospital in the Home, with a strong focus on safety, quality, risk management and patient flow.
- Provision of nursing assessments, home visits as required and coordination of the home visiting service.
- Liaise with the medical units, ward staff, pharmacy, liaison and allied health teams to ensure prompt, safe and effective transfer of patients from the ward environment to their home, facilitating hospital flow.
- Demonstrate an advanced level of clinical knowledge and expertise relevant to the area and act as an expert clinical resource for staff.
- The case manager will ensure the appropriate care plan is in place for patients, striving to deliver this care virtually where appropriate.
- The case manager will have a flexible, person centred approach to care provision, and will implement ordered care as soon as safe and practical for the person.
- Coordination of care for patients admitted to the HITH unit, including appropriate escalation in alignment with policy in the case of clinical change or deterioration.
 - This includes after-hours escalation via rostered on-call shifts.
- To formulate and implement individual patient discharge plans and liaise with the multidisciplinary team to determine the care needs on discharge to allow for efficient and safe discharge planning.



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- Lead and advise in partnership with multidisciplinary team to ensure goals of care and planned patient outcomes are achieved.
- Provide expert clinical advice in collaboration with the patient/family and MDT; actively communicate in the treatment decision making.
- Recognise scope and limitations of practice and seek advice from other experts where required.
- Provide expertise in management of complex situations and generate alternative course of action.

Education;

- Facilitate staff learning through development of cross discipline relationships and networks.
- Promote the Hospital in the Home & Virtual Care service model, providing education and teaching in clinical areas to assist in uptake of HITH referrals.
- Direct, educate and co-ordinate visiting staff (both Austin Health and contracted staff), and be a means of support to staff engaged in the provision of patient care both over the phone and virtually.
- Provide mentorship/ coaching of other staff for career development.
- Actively participate in area of expertise by presenting at conferences, forums, Nursing Grand Rounds.
- Utilise and maintain professional practice portfolio to plan for future continuing education, professional development and employment goals for self and others.

Research;

- Initiate or be involved in clinical research projects.
- Identify opportunities for quality improvement in the care of patients through literature review, observation, audits, incidents, staff and patient feedback, and work collaboratively with the multi-disciplinary team to address quality and service improvement issues identified.
- Identify opportunities for process redesign aligned with evidence base practice and to support other staff in the implementation of change.
- Actively contribute to the development and review of policies and practice guidelines aligned with evidence base practice.
- Actively develop and maintain high quality and current patient information resources.
- Actively involved in the collection of data
- Contribute to local research activities including selecting appropriate research methodology, and data analysis strategies.

Support of Systems;

- Contribute to organisational level strategic planning and drives local strategic plan initiatives.
- Understands and optimizes the utilization of Austin Health Clinical Informatics, including the Cerner system, CRM, and other clinical systems in use or development at Austin health.
- Utilise clinical systems (including wearable technology where indicated) as required for the virtual delivery of care.
- Actively promote the Austin Nursing Vision and contribute to the initiatives designed to achieve the vision.
- Engage with and lead initiatives aligned to NSQHSS to drive practice improvement at the local level.
- Contribute to the development of staff skills to identify, plan and implement evidence-based risk prevention strategies.
- Engage in and lead others to develop and undertake evidence-based quality activities based on clinical audit results.



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- Demonstrate insight into practice gaps and utilise resources/clinical audit findings in local clinical area to action Quality improvement.
- Adhere to organisational EMR policy and practice.
- Actively contributes to the development and review of policies and practice guidelines in line with their area of clinical expertise.
- Engage in the development of the HITH service, including the implementation of new care types and models of care.
- Collaborate with external service providers as required, ensuring patient care requirements are balanced with judicious budget management.

Professional Leadership;

- Acts as a clinical resource to the visiting nurses and external nursing providers assisting in the provision of care to Austin HITH patients.
- Acts as a resource and champion of Hospital in the Home & Virtual Care models of care throughout the organisation, promoting the provision of care in the home and assisting in the development of knowledge in the broader nursing community regarding home-based care options.
- Provides efficient customer focused service commensurate with senior status and role.
- Maintains a professional demeanor and serves as a role model for all nursing staff, both as a clinician and in line with behavioral expectations
- Influence nursing clinical leadership and provide advice related to NMBA Decision Making Framework across Austin Health and wider context.
- Demonstrate high levels of self-agility and maintain focus even during times of uncertainty and change.
- Demonstrate a commitment to deliver sustainable, excellent performance and accountability within the local context.
- Establish systems and processes to ensure excellence and accountability in delivery of safe, effective healthcare.
- Practice high-level communication and leadership skills consistently.
- Establish a culture that values and celebrates leadership.
- Create a culture of nursing practice where teamwork, diversity and inclusion are central to delivery of care.

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values
- Registered Nurse registered with the Nursing and Midwifery Board of Australia
- Demonstrates comprehensive skills in acute nursing.
- Excellent clinical and assessment skills.
- A sound understanding of information technology including clinical systems, as required for the department.
- High level of competency in solving IT issues, and a willingness to learn new technologies.
- Excellent interpersonal and organizational skills
- Ability to negotiate and gain co-operation and support of others.
- Ability to determine workload priorities and meet deadlines.
- A patient focused approach to care
- A positive approach to ongoing self-education and skill development



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- A flexible, innovative team-oriented approach to service delivery
- A positive approach to change and diversity

Desirable but not essential:

- Post Graduate Certification in Cardiac/Critical Care Nursing.
- Other relevant Post Graduate Certification
- Previous Hospital in the Home experience.
- Previous experience in case management, liaison nurse, clinical nurse specialist, associate nurse unit manager, or other nursing leadership position

Professional qualifications and registration requirements

- Registered Nurse registered with the Nursing and Midwifery Board of Australia
- Current Full Victorian Driver's license

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*



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- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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