

Position Description

Central Intake - Clinical Nurse Coordinator

Classification:	CNC B ZJ4 CPR3
Business unit/department:	Specialty & General Medicine - Medical & Cancer Services Division
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Fixed Term Full-Time or Part-Time (12month fixed term)
Hours per week:	6 days a week (1.2 FTE)
Reports to:	Director General Medicine Divisional Manager- Specialty & General Medicine
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	4/3/2026

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

The Central Intake Nurse Coordinator plays a pivotal role in coordinating patient referrals and transitions across acute, sub-acute and community settings. This position ensures timely, patient-centred care by managing intake processes, supporting clinical teams, and facilitating smooth navigation for older patients and those at risk of functional decline.

The Central Intake Clinical Nurse Coordinator works alongside the General Medicine Admitting medical team, which includes the admitting registrars and the central intake registrar.

About the Directorate/Division/Department

Medical & Cancer Services

The Medical and Cancer Services Division is one of six divisions within the Chief Operations Officer Directorate of Austin Health. The Division's clinical services operate across all three Austin Health campuses and Ballarat Health Services (BHS) within the Ballarat Regional Integrated Cancer Centre (BRICC) and comprise a complex range of national, state-wide organisational wide and specialty clinical services.

- Clinical Pharmacology
- Nephrology
- General Medicine
- Paediatrics
- Dermatology
- Oncology
- Haematology
- Palliative Care
- Genetic Services
- Neurosciences
- Endocrinology
- Rheumatology
- Infectious Diseases and Infection Prevention & Control
- Respiratory and Sleep Medicine
- Radiation Oncology
- Day Oncology & Apheresis
- Cancer Clinical Trials
- Wellness & Supportive Care
- Victorian Spinal Cord Service

Inpatient wards within the Medical & Cancer Services Division also include: 6 South (Oncology), 7 South (Haematology), 8 South (Palliative Care), 2 West (Paediatrics), 5 West (Respiratory Medicine), 7 North (Renal), 7 East and 7 West (General Medicine), 3 North (Spinal) and 6 East (Neuro/Stroke/Epilepsy).

Position responsibilities

Direct Comprehensive Care

- Act as the primary point of contact for older patients transitioning between ED, inpatient, and community settings.
- Coordinate referrals to community-based programs such as Hospital in the Home (HITH), Residential In-Reach (RIR), Better@Home, and Hospital Independence Program (HIP).
- Support timely discharge planning and continuity of care.
- Identify contributors to risk of prolonged inpatient stay for frail patients (e.g., polypharmacy, cognitive decline, social isolation) and escalate appropriately.
- Support early identification of patients at risk of functional decline or readmission.
- Apply evidence-based clinical judgment in triage and referral decisions.
- Serve as a liaison between ED teams, inpatient units, community providers, and family caregivers.
- Advocate for patient-centred care, ensuring patient preferences and goals are respected.
- Facilitate multidisciplinary communication to optimize patient outcomes.

Education

- Provide orientation and support for medical registrars within Central Intake.
- Mentor and assist nursing staff to improve patient flow and outcomes.
- Contribute to staff education on referral pathways and community programs.

Professional Leadership

- Demonstrate and role model Austin values.
- Comply with the Requirements of the National Safety & Quality Health Service Standards.



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- Complete and maintain all mandatory training relevant to area of practice.
- Contribute to a safe and healthy working environment.
- Promote a no blame culture of safety and wellbeing.
- Maintain working knowledge of emergency procedures and location of emergency equipment.
- Take all reasonable steps to prevent bullying, discrimination and harassment in the workplace.
- Demonstrates a commitment to personal continuing professional development and participate in performance review/appraisal.
- Maintain professional working relationships with colleagues, other disciplines and external stakeholders.

Research

- Demonstrate a capacity to undertake/support nursing research, publication of work and public presentation within the local, national, and international healthcare community.
- Maintain and update own professional practice portfolio to demonstrate an ongoing commitment to learning and best practice.
- Participate in and present at relevant professional group meetings, seminars and conferences.
- Promote a research culture by fostering reflective practice.
- Develop changes to policies, procedures and protocols based on relevant research.
- Feedback information from own participation in seminars and conferences.
- Participate in organisational committees/working groups as required.

Support of Systems

- Develop and produce new patient education material according to Austin Health policy.
- Ensure patient confidentiality is maintained at all times.
- Respond within expected timeframes to data queries as they arise. This includes data related to patient results and outcomes.

Selection criteria

Essential skills and experience:

- Strong clinical assessment and decision-making skills.
- Excellent communication and interpersonal abilities.
- Ability to work collaboratively across multidisciplinary teams.
- High attention to detail and organisational skills.
- Proficiency in EMR and referral systems.
- Minimum 5 years of clinical experience, preferably in acute care, geriatrics, or care coordination.
- Demonstrated comprehensive understanding of all IT clinical systems.
- Knowledge of community health programs and transitional care models desirable.



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Professional qualifications and registration requirements

- Registered Nurse Division 1 (General) registered with the Nursing and Midwifery Board of Australia

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.*
- 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



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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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