

Position Description

Emergency Department Care Coordinator

Classification:	Grade 2 Allied Health Occupational Therapist or Physiotherapist Grade 4 Clinical Nurse Consultant
Business unit/department:	Access, Critical Care, Imaging & Ambulatory Services Division (ACIA)
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
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment type:	Fixed-Term Part-Time
Hours per week:	20hrs per week (LSL Cover - January 2027)
Reports to:	Clinical Nurse Manager – Quality & Risk
Direct reports:	Nil
Financial management:	Nil
Date:	December 2025.

Position purpose

Care Coordinators within the Austin Emergency Department deliver a comprehensive, patient-centered service that spans the entire continuum of care. Their primary responsibility is to assess, manage, and coordinate patient needs from the point of presentation through to discharge, ensuring timely, safe, and effective transitions. When clinically appropriate, Care Coordinators advocate for admission and facilitate escalation processes to optimise patient outcomes.

This role requires close collaboration with multidisciplinary teams, including Nursing and Allied Health professionals, to provide holistic care planning and address complex clinical and psychosocial needs. Care Coordinators act as key communicators between patients, families, and healthcare providers, promoting continuity of care and reducing unnecessary delays.

Professional support and guidance for this position are provided by the relevant Nursing and Allied Health Departments, ensuring adherence to best practice standards and fostering ongoing professional development.

About the Directorate/Division/Department

Emergency Services at the Austin consists of the Austin Emergency Department and Short Stay Unit.

The Emergency Department services approximately 85,000 patients per year, about 20% of whom are paediatric patients. The inpatient admission rate is of the order of 33%. The Emergency Department aims to assess, manage and admit patients from a broad range of specialities, within the targets set by the Department of Health. This service will be delivered in a timely, compassionate and appropriate manner, enhanced through teaching, research and the development of new technologies and processes.

The Short Stay Unit is a 24-bed unit which is co-located with, and staffed by, the Emergency Department nursing workforce. Patients admitted to Short Stay usually have a rapidly reversible condition which either requires a short period of treatment or observation, where the likelihood of safe discharge can occur in a 24 period.

The Emergency Care Coordination Team (ECCT) is a transdisciplinary Team based in the Emergency Department and comprises Registered Nurses, Physiotherapists and Occupational Therapists. ECCT aims to provide comprehensive, generic and discipline specific assessments and interventions to appropriate patients with an emphasis on facilitating timely discharge.

ECCT works closely with the Austin, Health Independence Program, to achieve the goal of effective and safe discharges from the Emergency Department.

Position responsibilities

Clinical Duties

- To self-identify patients who require an assessment and respond to patient referrals from other clinicians within the ED and SSU environments.
- To provide a rapid assessment of functional/occupational performance status and evaluate the impact of disease processes in relation to task performance and treatment service to patients within the Emergency Department which includes the Waiting Room, Fast Track, main cubicles and the Short Stay Unit (SSU).
- To rapidly identify and implement the interventions required for an individual to maximise functional performance.
- Provide follow-up care as appropriate, to people discharged from the Emergency Department. This may include the completion of home assessments, prescription of equipment and/or modifications as well as referral on to appropriate community-based resources to provide follow-up.
- Work with other members of the Emergency Care Coordination Team, to plan appropriate discharges for patients within the Emergency Department, to facilitate safe discharge home or hasten the planning process at ward level. This includes screening and referral on to other inpatient Health professionals as required.
- Provide comprehensive generic client assessments and commence early discharge planning from the Emergency Department.
- Clarify current care needs of patients and relay these to Emergency Department staff and other relevant parties.
- Assist in the streamlining of medical treatment by documenting a comprehensive history prior to medical assessment and facilitate decisions regarding the need for admission, discharge or transfer where appropriate.
- Broker/arrange appropriate services to facilitate safe and timely discharge from the ED.



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- Work with patients, carers, GP's, residential care facilities etc. to obtain pre-morbid functional and cognitive status.
- Ensure that patients and their families are involved in the planning in all aspects of care.
- Refer patients to the Health Independence Program; Aged Care Assessment Services, Post-Acute Care Program, Inpatient Care Coordination Team; Veterans Allied Health Outpatient Services; Hospital in the Home. Rehabilitation in the home; Community rehabilitation centres, community health centres and other new programs as appropriate, to ensure continuum of care.
- Provide support and information to patients and families.
- Provide education to patients and families.
- Provide ongoing education for medical and nursing staff.
- To assist in establishment of appropriate pathways / protocols to improve management of various patients' groups presenting to ED.
- Document patient interventions in the medical file and compile appropriate reports according to department or stream criteria.
- To be prepared to work a flexible roster including morning, evening, weekend and public holiday shifts.

Teaching/Education

- Supervise students as per Registered Profession (i.e., Nursing, Physiotherapy, Occupational Therapy, Social work) as required.
- To inform staff e.g., Medical, Nursing and other Allied Health Professionals of the role of the Care Coordination team as required.
- Provide regular in-services to staff on evidence-based practice relevant to clinical areas of care coordination.

Professional Development

- Attend relevant seminars, lectures and in-service education programs.
- Keep an up-to-date knowledge of conditions and treatment relevant to the patient groups seen.
- Expand own clinical knowledge and competence by investigating unfamiliar conditions/interventions, as required.
- Obtain clinical competency in all interdisciplinary assessment requirements.
- Follow departmental policies and procedures relating to research and program evaluation, when required.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

Departmental Responsibilities

- Attend and participate in departmental staff meetings and in-service sessions as scheduled.
- Attend and participate in stream meetings, activities and stream projects.
- Assist in the planning and implementation of policies in the Emergency Department.
- Keep appropriate statistical records of clinical and non-clinical time.
- Participate in appropriate staff committees within the department.
- Participate actively in Performance Appraisal sessions with direct line manager.
- Participate actively in Quality Improvement projects within the Emergency Department.
- Attend to Portfolio responsibilities as required.



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All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection criteria

Essential Knowledge and skills:

- A commitment to Austin Health values: Our actions show we care, we bring our best, together we achieve and we shape the future.
- Qualification: Appropriate tertiary qualification in **Physiotherapy, Occupational Therapy or Registered Nursing**.
- Ability to assess functional, cognitive and psychosocial needs of person and family and determine appropriate intervention.
- Excellent knowledge of/or ability to develop an excellent knowledge and working relationship with extensive community resources within the region.
- Ability to evaluate generic health interventions.
- Ability to demonstrate excellent communication and negotiation skills.
- Cultural sensitivity and awareness of the diversity of client needs and backgrounds.
- Sound organisational ability in time and caseload management.
- Ability to work effectively in a multidisciplinary team.
- Commitment to ongoing clinical development and quality improvement.
- Possession of current Victorian driver's license (or equivalent) and willingness to drive as part of the role.
- To be prepared to work a flexible roster including morning, evening, weekend and public holiday shifts or as directed by Management.
- Capacity to develop, implement and evaluate new programs.
- Capacity to work well with other members of the multidisciplinary team.
- Good time management and capacity for organisation of a range of responsibilities.

Desirable but not essential:

- A sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting or as required for the role and/or department.
- Previous experience with Aged Care clients and community-based services.
- Ability to speak another Language.



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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

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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