

Position Description

Liaison Nurse, Complex Care Management

Classification:	RN Grade 3B Y1 (YU11) CAPR 2
Business unit/department:	Complex Care Management, Health Independence Program (HIP), Continuing Care Division
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" 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:	Parental Leave Cover
Hours per week:	16 hours/week Fixed term: 22/12/2025 - 20/12/2026
Reports to:	Operational: HIP Team Leader - Complex Care Management (HIP) Professional: Site Director of Nursing
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	December 2025

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 Complex Care Liaison Nurse (CCLN) provides specialty liaison services via phone/telehealth to those in the community (after recent discharge or at imminent risk of re-admission) accepted to the HIP Complex Care Chronic Respiratory Disease and Chronic Heart Failure (HF) Services.

The CCLN role will working closely with key stakeholders, including clients and their family, the Respiratory and HF CNCs, GPs, Cardiologists, Respiratory Physicians and HF Nurse Practitioners.

The focus of this role is on reducing any unnecessary delay between date of referral, acceptance of referral and commencement of services for the client. The CCLN will also support the clinical nurse consultant in the initial collection of HF and Respiratory baseline information from the client and their electronic medical record. If deemed appropriate, the CCLN may also become involved as the client's condition stabilises (intensity of need reduces) and would provide phone reviews in between home visits by the CNC.

The position will contribute to the overall HIP objective – provision of support for HIP eligible people to enable them remain living at home and to prevent unnecessary representation to the Emergency Department or admission to Austin Health.

About the Health Independence Program

Austin’s Health Independence Program (HIP) is funded by the Victorian Department of Health and Human Services and is part of the Continuing Care Division. HIP provides multi-disciplinary services that support people with health problems and other complex conditions to optimise their function and self-management skills so that they can live independently and well in their homes and community.

The Health Independence Program encompasses many of the services that deliver health care to support the transition from hospital to home. These services can also prevent the need for a hospital presentation or stay, with people able to access these services directly from the community.



Position responsibilities

Role Specific:

Direct Clinical Care

- Demonstrates an expert level of clinical knowledge and expertise relevant to the area.
- Assists the Clinical Nurse Consultants (CNC) to manage client wait times throughout the client journey (entry to the service, in between CNC interactions and whilst working towards discharge).
- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of clients, staff, organisational and relevant guiding policies.



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- Gathers sufficient information to make informed decisions within scope of practice.
- Ensures the educational needs of the patient and carer/family are met through:
 - Determining the patient's and carer/family's understanding of the service and educating as appropriate.
 - Monitoring written patient education material to ensure that it is relevant, current, consistent with best practice, and conforms to Austin Health standards
- Encourages clients and their carers to begin or continue to practice approved self-management strategies, in line with current best practice guidelines:
- Heart Failure Guidelines 2018: The National Heart Foundation and the Cardiac Society of Australia.
- COPD-X Guidelines, version 2.77, 2024: Australian and New Zealand Guidelines for the Management of Chronic Obstructive Pulmonary Disease 2024.

Education

- Participates in the ongoing professional development of self and others,
- Takes responsibility for own learning in evidence-based practice and to meet Continuing Professional Development (CPD) requirements.

Research and Quality

- When required, reviews existing practices and policies according to evidence-based practice to minimise adverse and promote positive client outcomes.
- When required, takes part in the development and application of program policies and procedures to support HIP service development and improvement.

Support of Systems

- Actively participates in multi-disciplinary Complex Care team meetings, case conferences, information, and planning meetings (as required).
- Actively ensures all documentation is completed in a manner consistent with organisational policies and procedures, legislative and regulatory requirements.
- Works with Team Leader to meet all monthly and ad hoc reporting (within timelines).
- As required, commences and maintains clinical care records in the relevant databases, including Scanned Medical Record (SMR), TrakCare and Austin Community Vue.
- Contributes to the team environment which promotes a positive culture and opportunity for collaboration and learning.

Professional Leadership

- Participates in the development and application of program policies and procedures to support the ongoing development and improvement of HIP services.
- Actively ensures all administrative documentation is completed in a manner consistent with organisational policies and procedures, legislative and regulatory requirements.

Selection criteria



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Essential skills and experience:

- Clinical experience in the management of people with heart failure and respiratory disease.
- Excellent communication skills in both verbal and written form.
- Client Centred approach to service delivery.
- Ability to work flexibly and effectively within a multidisciplinary team setting.
- Sensitivity to the needs of patients from culturally and linguistically diverse backgrounds.
- Well-developed workload and time management skills.
- Well-developed comprehensive assessment skills.
- Ability to problem solve in a variety of complex situations.
- Commitment to quality, best practice, and environmental safety.
- Ability to identify opportunities for process improvement or redesign.
- Flexible and creative approach to work.
- Ability to manage change.

Desirable but not essential:

- A sound understanding of information technology including clinical systems.
- Experience in using the Austin Community Vue system.
- Awareness and understanding of the Health Independence Guidelines (2008).

Professional qualifications and registration requirements

- Registered Nurse currently 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).



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- 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 immunization 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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