Position Description

Nurse Practitioner - Older Person Complex Care

Classification:	Nurse Practitioner N01/2 (CAPR 7)
Business unit/department:	Health Independence Program, Continuing Care
Work location:	Austin Hospital ☐ **Heidelberg Repatriation Hospital** ☒ Royal Talbot Rehabilitation Centre ☐ **Other (community/ client home)** ☒
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Employment type:	Part-Time
Hours per week:	20
Reports to:	Clinical: Geriatrician, Health Independence Program Operational: Team Leader, Central Intake and Fast Track Care Management Professional: Director of Nursing (Repat campus)
Direct reports:	Nil
Financial management:	Budget: not applicable
Date:	November 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

Older Persons Complex Care (OPCC) is a rapid-response, non-admitted service that provides comprehensive assessment, specialist geriatric care, and short-term clinical monitoring for older adults with complex health needs. Through a combination of home visits and telehealth, OPCC delivers person-centred care in the home environment, supporting clients to remain safely and independently in their own communities.

OPCC aims to reduce avoidable hospital admissions, facilitate timely access to specialist geriatric expertise, and support successful transitions of care.

Our objectives are to:

- Support timely discharge from hospital and transition to General Practice and/or other community services for ongoing care.
- Reduce unplanned presentations and admissions through the Emergency Department.
- Undertake comprehensive, client-centred assessments.
- Provide clinical support, education, and care coordination for older adults with complex medical needs and their families in their own homes.

As one of three Nurse Practitioners within the service, you will play a key role in delivering advanced clinical care and expert assessment, working collaboratively with clients to support sustainable healthcare in the home setting.

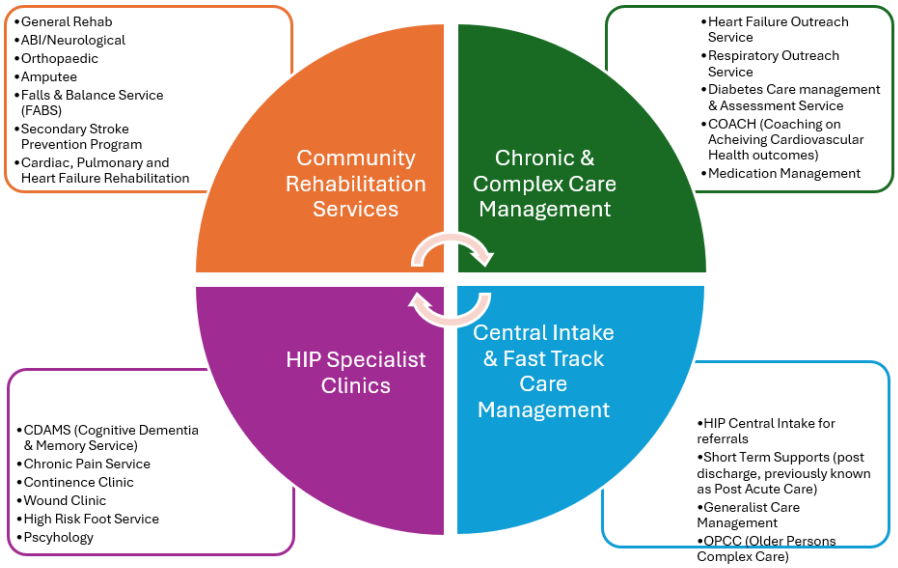
The Nurse Practitioner works as part of a multidisciplinary team comprising two Nurse Practitioners, a Registered Nurse, a Fellow in Geriatric Medicine, and a Consultant Geriatrician. Together, the team provides specialist assessment, treatment, and care planning to meet the evolving needs of clients and support excellence in service delivery.

About the Division/Department

The Health Independence Program

Austin Health's Health Independence Program (HIP) sits within the Continuing Care Division and is funded by the Victorian Department of Health HIP delivers multidisciplinary services that support people with health conditions and other complex needs to maximise their functional ability, build self-management skills, and maintain independence within their homes and communities.

The program includes a range of services designed to support a smooth transition from hospital to home. These services can also help reduce unnecessary hospital presentations and admissions, with some programs accessible directly from the community.



HIP brings together a number of interconnected services that provide integrated, coordinated, and client -centred care. These services work collaboratively to address each client's individual needs, goals, and circumstances, promoting improved health outcomes and quality of life while supporting people to remain safely and independently in the community.

Position responsibilities

Role Specific:

The OPCC Nurse Practitioner, in conjunction with the OPCC Geriatricians, OPCC Nurse Practitioners, and OPCC Registered Nurse, provides timely comprehensive medical assessment in the community setting for older people with complex needs.

OPCC assists older people with complex needs who have recovered from their acute illness but still require supportive care in the community setting. Additionally, OPCC supports clients who present frequently to Austin Health via the Emergency Department, or imminent risk of presenting to hospital.

Professional Leadership

- Acts as a nursing role model for staff and an expert clinician in the clinical setting.
- Assists the development of clinical specialty, by assuming a nursing leadership role in specialty clinical groups at State, National or an International Level.
- Participates in the development and delivery of specialist education programs.
- Participates in formal and informal education programs.
- Delivers regular education to referring services and aged care services staff, as required.
- The NP will assist orientate junior medical staff, HMOs, and registrars regarding local processes as required.
- Advocate for the development of nurse practitioner practice.

- Monitors own practice, as well as participating in peer supervision and review.
- Displays important leadership qualities such as; integrity; confidence; ability to inspire others; excellent communication; clear decision-making ability; accountability; ability to communicate information and expectations in a way that builds effective and collaborative working relationships with others.

Education

- Fosters a culture of clinical excellence that is based on person centered care, collaboratively working with staff to focus on the quality and safety of services.
- Provide a resource role to patients, families, General Practitioners, and community groups.
- Assist with the provision of health promotion activities.
- Maintains and updates own Professional Practice Portfolio to demonstrate an ongoing commitment to learning and best practice.

Research and Innovation

- Awareness of the latest research literature, equipment and treatment and utilization of knowledge in practice.
- Disseminates clinical practice and research findings via education and publications.
- Initiates and conducts nursing research relevant to clinical specialty.
- Participate in the development and delivery of specialist research programs.
- Adapts and applies related scientific research to clinical area.
- Demonstrates a capacity to undertake/support nursing research, publication of work, and public presentation within the local, national, and international healthcare community.

Support of Systems

- Provides expert clinical knowledge and direction to ensure that clinical standards, policies, and procedures promote a patient-focused model of care.
- Involved in clinical data collection, as necessary.
- Reports key quality parameters monthly to the multidisciplinary team, or as required.
- Demonstrates a commitment to quality management.
- Evaluates NP service delivery in accordance with key performance indicators.
- Clinical decisions are informed by evidence-based practice.
- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff, and organization.
- Participates in the service planning process to identify future directions for the clinical service to maximize patient outcomes and resource management.

Comprehensive Care

- Conducts advanced, comprehensive, and holistic health assessment relevant to specialist field of nursing practice.
- Ability to utilise assessment skills to develop a comprehensive treatment plan, including the need for organ imaging and laboratory studies, diagnostic and therapeutic procedures and prescribing medications that are evidence based and informed by specialist knowledge.
- Ability to refer patients to other specialties as required.
- Facilitate admission and discharge planning with medical staff and the multidisciplinary team.
- Frequently will adopt a case management approach to service delivery.
- Specific clinical skills to be determined by nursing and multidisciplinary clinical teams to maximize clinical outcomes for the patients and their families.
- Maintains currency with clinical issues by engaging in ongoing clinical and managerial professional development.

- Documents extension of practice in Clinical Practice Guidelines which are supported by the multidisciplinary team.
- Formulates a sound communication strategy with multidisciplinary team, medical staff, nursing staff, patients, and significant others.
- Identifies gaps in care and works towards solutions and ensures creation of novel local processes in collaboration with the multidisciplinary team.
- Works together with the community pharmacy team to ensure essential medications are available as required
- Provides psychosocial support to patients and significant others.

OPCC requires the following Nursing and Midwifery Board of Australia (NMBA) Nurse Practitioner standards for practice (2021):

Standard 1: Assesses using diagnostic capability

- Demonstrate complex and critical thinking to conduct comprehensive, relevant, and holistic health assessments
- Demonstrate accountability in the timely and considered use of diagnostic investigations to inform clinical decision making
- Integrate theoretical and practical knowledge to apply diagnostic reasoning to formulate diagnoses

Standard 2: Plans care and engages others

- Critically and ethically translate and integrate evidence-based knowledge into planning care
- Educate and support others to enable their active participation in care
- Consider quality use of medicines and therapeutic interventions using their comprehensive knowledge when planning care
- Collaborate and consult for care decisions to obtain optimal outcomes for the person receiving care

Standard 3: Prescribes and implements therapeutic interventions

- Use professional knowledge when prescribing indicated non-pharmacological and pharmacological interventions
    - Safely prescribes therapeutic interventions based on accurate knowledge of the characteristics and concurrent therapies of the person receiving care
    - Interprets and follows-up the findings of screening and diagnostic investigations in an appropriate time frame during the implementation of care
- Manage episodes of care, establishing and maintaining respectful relationships with people at the centre of care
- Recognise their duty of care and practice in accordance with federal, state and territory legislation and professional regulation governing Nurse Practitioner practice

Standard 4: Supports Health Systems

- Engage in reflective practice and evaluate the outcomes of their practice
  - Monitors, evaluates, and documents treatments/interventions in accordance with person-determined goals and healthcare system outcomes
  - Develops plans for appropriately ceasing and/or modifying treatment in consultation with the person receiving care and, when needed, other members of the healthcare team
  - Uses quality indicators to monitor and measure the effectiveness of strategies, services, and interventions to promote safe practice

- Advocate for, participate in, or lead systems that support safe care, partnership, and professional growth
  - Demonstrate clinical leadership in the design and evaluation of services for individuals and communities in health promotion, health protection or the prevention of injury and/or illness
  - Act as an educator and/or mentor to students, nursing colleagues, and others in the healthcare team

Other:

- Contribute to organisational strategic planning and drives local strategic plan initiatives.
- Actively promote the Austin Health's Nursing Vision and contribute to the initiatives designed to achieve the vision.
- Lead initiatives aligned to NSQHSS to drive practice improvement at the local level.
- Actively contribute to the development and review of policies and practice guidelines in line with their area of clinical expertise.

Selection criteria

Essential skills and experience:

- Extensive clinical experience in aged care nursing, managing complex health conditions and delivering client -centred care.
- Advanced therapeutic management skills, with the ability to assess, plan, implement, and evaluate evidence-based interventions.
- Advanced knowledge and experience in the assessment and management of delirium, including implementation of prevention strategies, and client and carer education.
- Advanced knowledge and experience in managing Behavioural and Psychological Symptoms of Dementia (BPSD), providing education, support, and practical strategies for clients, families, and carers.
- Strong clinical knowledge of heart failure management, including assessment, treatment, monitoring, and client and carer education to promote self-management and reduce hospital admissions.
- Demonstrated ability to evaluate nursing practice at an advanced level, prioritise competing demands, and effectively manage complex caseloads.
- Strong commitment to delivering high-quality, client-focused care that promotes dignity, independence, and quality of life.
- Highly developed critical thinking and clinical decision-making skills.

- Commitment to research-informed practice, including maintaining current knowledge of evidence-based care and Good Clinical Practice principles.
- Positive and proactive approach to continuous learning, skill development, and reflective practice.
- Current Victorian Driver's Licence and able to travel as required for service delivery.
- Proficient in using Microsoft Office applications, including Word, Outlook, Excel, and Teams.

Desirable but not essential:

- Previous experience with Scanned Medical Records and Cerner.
- Experienced in supporting clients to maintain independence and improve health outcomes within the community setting.

Professional qualifications and registration requirements

A Registered Nurse currently registered with the Nursing and Midwifery Board of Australia.

Authorised to practice as a Nurse Practitioner with the Australian Health Practitioners Regulation Agency (AHPRA) together with demonstrated ability to meet the Registered Nurse standards for practice (2016)

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-centred 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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.