

# Austin Health Position Description



## Position Title: Registered Nurse – Older Persons Complex Care

Classification:	YW15 HITH/PAC NURSE Level 2 - CAPR3.1
Business Unit/ Department:	Older Persons Complex Care service, Central Intake and Fast Track Care Management, Health Independence Program, Continuing Care Division
Work location:	Heidelberg Repatriation
Agreement:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 - 2028
Employment Type:	Fixed-Term Part-Time
Hours per week:	32 (4 days a week) 21 <sup>st</sup> April to 3 <sup>rd</sup> October 2025 Leave cover
Reports to:	<u>Operational</u> - Team Leader, Central Intake and Fast Track Care Management <u>Clinical</u> - Older Persons Complex Care Nurse Practitioner
Direct Reports:	Nil
Financial management:	Budget: not applicable
Date:	February 2025

## About Austin Health

Austin Health is recognised for high-quality, person-centred care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons and internationally recognised as a centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

## Position Purpose

The Registered Nurse – Central Intake and Fast Track Care Management will provide a rapid and flexible outreach response for the HIP eligible client (who is at imminent risk of presenting/re-presenting to Emergency Department or at risk of admission) and will work closely with that client in the community (mostly short term) under the direction of the Older Persons Complex Care (OPCC) Nurse Practitioner [hereafter Nurse Practitioner]. The OPCC Registered Nurse will also, on occasion, assist with low intensity short term care coordination for the older person with chronic and complex needs in the community.

The Registered Nurse – Central Intake and Fast Track Care Management will meet regularly and routinely with the Nurse Practitioner (+/-the HIP Geriatrician) to discuss and review and evaluate each client's care plan and clinical progress until discharge.

All referrals will be received via HIP Central Intake and triaged by the Nurse Practitioner. General Practitioners and other involved healthcare professionals, family and carers will be active participants throughout the pathway of care. The client will be discharged on goal achievement and linked into primary care and other services as required for continuing management.

Whilst the Registered Nurse – Central Intake and Fast Track Care Management will be located at the Repatriation Campus of Austin Health (alongside the Nurse Practitioner), they will be required to work with clients in their homes.

The position will contribute to the overall HIP objective - to support HIP eligible people to remain living at home and to prevent unnecessary representation to the Emergency Department or admission to Austin Health.

## About Health Independence Program & HIP Central Intake and Fast track Care Management Service

### 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.

At Austin, the Health Independence Program encompasses the following services which aim to provide integrated and coordinated care that responds to the client's needs and goals.



- Awareness and understanding of the Health Independence Program Guidelines.
- Current employment as a senior nurse in a continuing care environment.
- Case management or care coordination experience.
- Relevant postgraduate qualification.
- A sound understanding of information technology including clinical systems, applications relevant to risk management reporting or as required for the role and/or department. Computer knowledge, including database creation and data entry.

## Purpose and Accountabilities

### Role Specific:

#### Direct Clinical Comprehensive Care: [under the direction of the Nurse Practitioner]

- Following the initial input of the Nurse Practitioner, including determination of the clinical care/treatment plan goals and parameters, the Fast Track Registered Nurse carries out the required care as set out in the client's care/treatment plan. This includes reviewing care plan goals, documenting client progress as well as reporting back to the Nurse Practitioner.
- Provides up-to-date clinical care and support to clients, families, and other members of the team regarding aged and acute nursing management, behaviours and psychological symptoms of dementia, acute delirium, palliative and 'end of life' care.
- Recognises the early signs of clinical deterioration seeking appropriate clinical support (including that of the Nurse Practitioner) to manage the client in a timely manner.
- Liaises with appropriate medical, nursing, and allied health staff (as required) to

determine the care needs of the client.

- Liaises with other relevant people involved in the client's care including family and friends, the general practitioner and community service providers.
- Participates in OPCC multi-disciplinary case conference, clinical huddles, and handovers (conducting case conference as required).
- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff, and the organisation.
- Works within a multi-disciplinary team supporting the care managers to provide comprehensive care to clients in the community (under the direction of the 'Nurse Practitioner').
- Provides some care coordination for clients and their carers to navigate the health system and contributes to the provision of high quality, accessible, flexible, and client-centred service provision.
- Ensures that a Risk Assessment has been completed prior to entering a client's home for the first time and prior to short-term community services entering the client's home.
- Maintains clear and succinct contemporaneous documentation regarding client care delivery.

### Education

- Participates in the ongoing professional development of self and others and encourages responsibility for own learning into evidence-based practice and to satisfy Continuing Professional Development (CPD) requirements.
- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Invites and assimilates feedback from others by active participation in own performance review process.

### Research and Quality

- Continuously review existing practices and policies according to evidence-based practice to minimise adverse and promote positive client outcomes.
- Take part in the development and application of program policies and procedures to support HIP service development and improvement.
- Ensures documentation meets legal, professional, and organisational standards.
- Identifies opportunities for quality improvement and innovation, process redesign and participates in the design and implementation as required.
- Identifies and supports the relevance of nursing and health research to improve clients' health outcomes.

### Support of Systems

- Demonstrate an advanced level of clinical knowledge and expertise relevant to the area and act as an expert clinical resource for staff (overseen by the 'Nurse Practitioner').
- Actively participate in and convene multi-disciplinary health care team meetings, case conferences, information, and planning meetings, provide advice related to intake or clinical case load.

- Assist staff with undertaking secondary consultations (where required) and provide advice to the team and other stakeholders.
- Contribute to creating a team environment, promoting a positive culture.
- Actively ensure all documentation is completed consistent with organisational policies and procedures, legislative and regulatory requirements.
- Work with Team Leader to meet all monthly and ad hoc reporting (within timelines).

#### Professional Leadership

- Maintains a professional demeanor and services as a role model for all staff, setting and clearly communicating clinical and behavioural expectations.
- Demonstrates a positive attitude to the agreed role and responsibility of the position.
- Works efficiently and calmly in a dynamic and pressured environment.
- Maintains and fosters relationships with appropriate internal and external stakeholders.
- Adapts working style as appropriate to achieve effective outcomes.

#### **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 by following organisational safety, quality & 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 & Quality Health Service Standards and other relevant regulatory requirements.
- 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:**

- Registered Nurse (current registration with the Nursing & Midwifery Board of Australia).
- At least five years post-graduate nursing experience in clinical areas (including acute aged care, aged care) that are relevant to this position.
- Clinical experience working with clients with chronic, aged, and complex health conditions/needs including behavioural and psychological symptoms of dementia, acute delirium, aged-related conditions, palliative and end of life care.

- Well-developed and effective organizational skills.
- Ability to determine workload priorities and meet deadlines.
- Demonstrated excellence in collaborative, leadership, interpersonal and communication (both verbal and written) skills.
- Highly developed negotiation, critical thinking, and analytical skills.
- Proven ability to practice confidently and competently in varied and complex environments including the home / community environment.
- Demonstrated ability to consult and collaborate with others and work as an effective member of a team.
- Commitment to client-focused care.
- Demonstrated commitment to professional development and evidence-based practice.
- Demonstrated knowledge of nursing professional standards and legal/ethical requirements.
- Open, flexible, and innovative approach to work.
- Current Victorian Driver's License.

**Desirable but not essential:**

- Awareness and understanding of the Health Independence Program Guidelines.
- Current employment as a senior nurse in a continuing care environment.
- Case management or care coordination experience.
- Relevant postgraduate qualification.
- A sound understanding of information technology including clinical systems, applications relevant to risk management reporting or as required for the role and/or department. Computer knowledge, including database creation and data entry.

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

### Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	