

Position Description

Adult & Older Adult Mental Health Service Transition Co-Ordinator

Classification:	Registered Psychiatric Nurse 4 (NP75-NP77)
Business unit/department:	Adult & Older Adult Mental Health Service (AOAMHS) Acute Psychiatric Unit
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:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Employment type:	Full-Time
Hours per week:	40 hours with ADO
Reports to:	Nurse Unit Manager (Acute Psychiatric Unit)
Direct reports:	Nil
Financial management:	Nil
Date:	May 2026

Position purpose

The primary focus of this role is to maximise continuity of care for consumers transitioning between AOAMHS inpatient and community services. This senior nursing position will also contribute to providing professional and clinical leadership in the ward environment. The Transition Coordinator Nurse works within a multi disciplinary framework to maximise recovery and promote optimum outcomes for the consumer and their family.

The Transition Coordinator role is focused on:

- Reducing readmission rates by engaging and enabling AOAMHS services with effective transition plans
- Ensuring effective and timely discharge planning, to maintain bed-flow within the acute psychiatry unit.
- Ensuring that consumers are receiving care in the most appropriate environment to support treatment and recovery.
- Commence and prioritise discharge planning, in collaboration with the consumer, their family/carers, and the treatment team, at point of admission.
- Facilitate step-down admissions to Prevention and Recovery Care (PARC) and Youth Prevention and Recovery Care (YPARC).
- Overseeing post discharge follow up contacts for acute inpatient consumers.
- Working with clients and their family/carers to promote a positive service experience.



- Maintaining and contributing to a safe and effective clinical environment

About The Mental Health Division and Acute Psychiatric Unit

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community.

The Mental Health Division incorporates three program areas:

- Adult and Older Adult Mental Health Services
- Infant, Child and Youth Mental Health Services and,
- Mental Health Specialty Services.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

Acute Psychiatric Unit (APU) Austin Campus

The Acute Psychiatric Unit incorporates 2 mental health programs.

Adult Acute Program (AAP) has 19 beds which provide inpatient services to people over 18 years of age who have an acute psychiatric disorder requiring specialist intervention for assessment and treatment.

Eating Disorder Program – This program provides five inpatient beds for consumers with an eating disorder, who require an acute health restoration program due to medical risk because of the severity of their eating problems

Position Responsibilities

Direct Comprehensive Care

- Facilitate admission and discharge process with medical staff and multidisciplinary team with a key focus on consumers who require frequent admissions, readmission of consumers within 28 days and consumers who have long hospital stays
- Display a clear understanding of the practice and principles of recovery orientated, trauma informed and family centered collaborative practice and its utility within the clinical setting.
- Complete a high standard of contemporaneous clinical and operational documentation and data entry in a timely and efficient manner, and in accordance with hospital requirements and relevant professional/mental health sector statutory requirements.
- Ability to utilise assessment skills to develop a comprehensive treatment plan informed by evidence-based practice.
- Ability to refer consumers to primary care services and other specialties as required.
- Maintain and ensure where appropriate the involvement of family, adult children, carers, significant others as part of comprehensive discharge planning.
- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of consumers, staff and organisation, escalating where



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appropriate to the Nurse Unit Manager and Divisional Manager or Clinical Director, according to the issue.

- Demonstrates an ability to make effective decisions within an agreed specified time.
- Ability to respond to critical incidents and provide clinical leadership, support and guidance to the wider team and collaborate with the leadership team in these events.
- Effectively deals with challenging systemic issues and the resolution of conflicts
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.
- Where required, step in and support/lead safe clinical care.

Support of Systems

- In accordance with relevant policy, procedure and guideline to support intake, assessment, treatment planning and to coordinate discharge of consumers.
- Actively demonstrates collaborative communication with the multidisciplinary health care team, consumers, carers/family and significant others.
- Refers consumers to community NEAMHS and other community agencies and specialties as required with recommendations to support ongoing recovery.
- Provide selected primary, secondary or tertiary consultation to relevant services and care providers where required to support complex case planning and interagency problem solving where required.
- Works collaboratively with all departments to develop the systems, processes and projects required to support the Organisation's strategic direction.
- Works strongly from a systemic perspective and maintains a focus on ensuring the consumer is assisted to link in with relevant community agencies, for example, housing, financial, government bodies, culturally relevant support bodies etc.
- Appropriately use information and communication systems that support the effective and efficient clinical and administrative operation of the position.
- Represents the Mental Health Division at Organisational huddles relating to service activity, consumer flow and clinical staffing matters.
- Participate in statewide mental health services bed manager coordination huddle, ED Liaison meeting and update the Retrieval and Critical Health Information System.
- Sound understanding of Outcome Measures and the interpretation of NWAU

Education

- Participate in the ongoing professional development of self and others and encourage responsibility for own learning into evidence-based practice, leadership and to satisfy continuing professional development requirements
- Communicate information clearly and concisely to all staff in a way that enables effective and collaborative working relationships with others.
- Provide education to clinicians and external service providers as required.
- Supports a work environment where self-development and improvement are valued.
- Support best practice and teach where required.

Professional Leadership

- Displays an ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of patients, staff, and organisation.
- Build and sustain strong professional relationships with internal stakeholders, including Emergency Department leadership and wider mental health program leaders across ED, PAPU and PARC and mental health services statewide.
- Maintains a professional demeanor and acts as a role model for all nursing staff, setting and clearly communicating clinical and behavioural expectations.



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- Work collaboratively with the Multi-Disciplinary Team to provide support to clinical staff when appropriate.
- Demonstrates leadership in situations that demand action.
- Manage your own time efficiently and effectively in line with key priorities for the unit.
- Actively participate in operational, clinical and professional supervision and performance development and review processes.
- Gathers sufficient clinical information to make informed decisions.

Research and Quality

- Actively participate in the ongoing identification, assessment, treatment, and prevention of risks.
- Identifies opportunities for process redesign and to support the team in any implementation of redesign projects and activities.
- Promotes and ensures a safe and healthy workplace for staff and consumers.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and supports improvement initiatives accordingly.
- Supports and actively participates in research and implements findings into clinical practice in accordance with the NSQHS Accreditation Guidelines.
- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are supported.
- Maintain an awareness and practice of safety issues, the safe practice policy and procedures of the service, and relevant legislation to ensure that risks to consumers, carers, families, staff and the community are minimised.
- Demonstrates a capacity to undertake/support nursing research, publication of work and public presentation within the local, national and international healthcare community.
- Participate in clinical data collection as necessary.
- Demonstrate a commitment to quality management.
- Evaluate service delivery in accordance with exiting DHS KPIs: readmission, length of stay, bed occupancy, NEAT and NWAU targets.

Selection Criteria

Essential skills and experience:

- Knowledge of the Mental Health and Wellbeing Act 2022 and other relevant legislation:
 - Child, Youth and Families Act 2005;
 - The Privacy Act 1988;
 - The Drugs, Poisons and Controlled Substances Regulations 2017;
 - Occupational Health and Safety Act 2004
- Knowledge of legal and ethical requirements
- Demonstrated leadership capability to support and maintain a dynamic, multidisciplinary and high performing team
- Ability to communicate effectively (nonverbally, in writing and verbally)
- Ability to solve problems in a variety of complex situations
- Demonstrated knowledge of the Safer Care Victoria frameworks that guide and inform mental health nursing practice.
- A current Working with Children Check – no restrictions
- A current Victorian Drivers' Licence – no restrictions

Desirable but not essential:



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- A sound understanding of information technology including clinical systems, applications relevant to the coordination of consumer flow through the unit.
- Demonstrate a working knowledge of the Victorian Public Mental Health care system and resource allocation
- Membership of a relevant clinical or professional body
- Demonstrated capacity to undertake/support nursing research, publication and public presentation

Professional qualifications and registration requirements

- Registered Nurse, Nursing & Midwifery Board of Australia
- Relevant Post-Graduate Qualification in Psychiatric/Mental Health Nursing or equivalent

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 the 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

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



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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.

Our benefits:

Working at Austin Health means enjoying a strong sense of purpose, engaging in meaningful work every day. Our people also receive a variety of rewarding benefits, including:

- Greater take-home pay through generous salary packaging
- A suite of wellness initiatives designed to support you, including discounts on fitness memberships and health insurance, and a comprehensive wellbeing program
- Mentoring and career development opportunities
- Car parking and end of journey facilities for cyclists
- Five weeks annual leave



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