


POSITION DESCRIPTION

Planned Care for Better Health Coordinator

<p>Our CORE values Collaboration Openness Respect Empowerment</p> 	
Organisation	NSW Health
Local Health District / Agency	Hunter New England Local Health District
Position Classification	Multi Classification ,Physiotherapist Level 3, Occupational Therapist Level 3, Dietitian Level 3, Social Worker Level 3, Speech Pathologist Level 3, Registered Nurse
State Award	Multi Discipline PUBLIC HEALTH SYSTEM NURSES AND MIDWIVES NSW HEALTH SERVICE HEALTH PROFESSIONALS (STATE) AWARD 2021
Category	Allied Health Community Health
Vaccination Category	Category A
ANZSCO Code	272511 Social Worker
Website	www.hnehealth.nsw.gov.au

PRIMARY PURPOSE

The Planned Care for Better Health role will help facilitate a co-ordinated team approach that seeks to optimise client wellness at home while reducing unnecessary hospital admissions and emergency department presentations. The role will provide integrated care for vulnerable patients at risk of hospitalisation or emergency department presentation, ensuring care is delivered in collaborative approach with patients, families, carers and a multidisciplinary team to achieve identified goals and outcomes. The role includes reviewing identified patients current health service utilisation, providing care coordination, care navigation and health coaching.

COVID-19 VACCINATION COMPLIANCY

The Public Health (COVID-19 Vaccination of Health Care Workers) Order 2021 commenced on 26 August 2021. The Order establishes mandatory requirements for health staff and persons working in health settings to be vaccinated with a COVID-19 vaccine. Mandatory COVID-19 vaccination will now be required for all NSW Health staff.

ESSENTIAL REQUIREMENTS

- Must hold as a minimum qualifications as a Physiotherapist, Occupational Therapist, Dietitian, Social Worker, Speech Pathologist or Registered Nurse with current registration with AHPRA where relevant and/or membership/registration with the relevant professional board

KEY ACCOUNTABILITIES

- Provide clinical services to patient/client/consumer groups and circumstances of a complex nature

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- requiring advanced practice skills and operate independently with minimal direct supervision.
- Exercise independent professional judgement when required in solving problems and managing cases where principles, procedures, techniques and methods require expansion, adaptation or modification.
 - Plan, implement, evaluate and report on services to promote effectiveness and efficiency of clinical service delivery.
 - Identify and act on opportunities for improvement in clinical practice, and develop and lead continuous improvement initiatives to enhance service delivery and client/patient/consumer outcomes.
 - Ensure professional responsibilities are met including engagement in ongoing education/ training, participation in regular professional practice supervision, and providing supervision to less experienced staff and students (as negotiated).
 - Act in accordance with the HNE Health Values Charter and NSW Health Code of Conduct; model behaviours that reflect the Excellence Framework (Every Patient, Every Time) and ensure work is conducted in a manner that demonstrates values of cultural respect in accordance with HNE Health's Closing the Gap strategy
 - All staff are expected to take reasonable care that their acts and omissions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given to them and with any policies/procedures relating to health or safety in the workplace that are known to them, as well as notifying any hazards/risks or incidents to their managers.

KEY CHALLENGES

- Working with patients who may exhibit challenging behaviours in a complex / challenging clinical environment.
- Effectively managing time to ensure the needs of patients and their families or carers are met.
- Regulating conflicting priorities and agendas that can impact on the delivery of patient-centred care.

KEY RELATIONSHIPS

Who	Why
Patients and their carers, family members, guardians and children	Provide patient/client/consumer centred clinical advice to patients/clients/consumers, families/carers and other health care professionals to ensure delivery of innovative clinical practice models and therapeutic techniques. To ensure patients/consumers, families/carers are included in clinical care and treatment.
Service Manager / Line Manager	For operational support and to actively communicate future issues and new directions for the service to ensure appropriate notification and escalation of issues impacting on clinical practice and care delivery
Less experienced staff and students	Mentor and supervise to ensure their ongoing professional growth and enhanced application of clinical knowledge
Community Partners/Care and Service Providers	Liaise with other providers to ensure seamless continuum of care between services
Universities/Educational institutions	Two way support with training and/or students

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SELECTION CRITERIA

1. Demonstrated experience in working with complex and vulnerable patients, including Aboriginal and Torres Strait Islander clients who are living with a chronic disease or complex need.
2. Demonstrated ability to advocate for person centred care and facilitate effective case conferences across multiple professional and or agencies
3. Demonstrated high level verbal, written and interpersonal communication skills, including the ability to adapt communication style to suit different audiences.
4. Demonstrated ability to independently problem-solve and apply professional and ethical boundaries when working with complex situations as part of a multi-disciplinary team.
5. Demonstrated ability to lead planning and evaluation of team activities.
6. Demonstrated ability to meet the supervision needs of students and/or less experienced staff.