



Position Description

Position Identification			
Position Title:	HARP Care Coordinator		
Direct Reports	Not applicable	Indirect Reports:	Not applicable
HRIS Position Number:	1484	Effective Date:	October 2016
Location:	Bell Street, Coburg		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification:	<p>Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement</p> <ul style="list-style-type: none">Registered Nurse, Grade 4B <p>Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement</p> <ul style="list-style-type: none">Social Worker, Grade 2 (translated to SCHADS 4) <p>Victorian Stand Alone Community Health Centres Allied Health Professionals Enterprise Agreement 2017-2021</p> <ul style="list-style-type: none">Occupational Therapist, Grade 2Physiotherapist, Grade 2		
Organisational Context			
Divisional:	Aged & Primary Care		
Program:	Prevention & Complex Care	Unit: HARP Respiratory & Care Coordination	
Organisational chart	<pre>graph TD; GM[General Manager Aged & Primary Care] --> MH((Manager HARP)); GM --> MPC[Manager Prevention & Complex Care]; MH -.-> TLR[Team Leader, Respiratory & Care Coordination]; MPC --> TLR; TLR --> CC[Care Coordinators]; TLR --> CRN[Chronic Respiratory Community Nurses & Physiotherapists]; MH -.-> TCC{Team Leader Care Coordination}; TCC -.-> CC;</pre>		
Position Summary			
<p>The Care Coordinator sits within the HARP Complex care, which aims to improve clients’ health outcomes and reduce the risk of hospital admission. The service is in collaboration with Merri Health, CoHealth, Melbourne Primary Care Network, the Royal Melbourne Hospital and RDNS. The Care Coordinator assesses clients with</p>			



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multiple co-morbidities, associated psycho-social issues and oversees their care in collaboration with HARP specialist clinicians who manage the client's specialist health needs.

The role entails client-centred care planning to identify barriers to self management and independent living, making referrals to services to address these issues and coordinating the client's care as part of a multidisciplinary team. Services are delivered in clients' homes, community health services and outpatient settings. HARP clients include people with diabetes, chronic respiratory and chronic cardiac conditions, complex co-morbidities associated with advanced age and a range of complex psycho-social issues.

Position Accountabilities

Responsibilities

- Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.
- Undertake any reasonable additional tasks as directed by Merri Health.
- Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.
- Conduct comprehensive client assessments to identify health and psycho-social issues and risks.
- Develop, document and implement individual client care plans to address issues with clients/carers, HARP clinicians, GPs and other services.
- Provide best practice patient care with a high level of clinical expertise.
- Maintain timely and accurate clinical records and data.
- Participate in case conferences with own and other HARP clinical teams.
- Monitor and facilitate client care throughout client's HARP admission and discharge.
- Contribute to service development, evaluation and improvement.

Safety and Risk

Occupational Health & Safety (OHS)

- All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks.

Model of care involves travel to other sites and agencies and delivery of services in clients' homes.

Physical Inherent requirements (PIR)

- Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions
- Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes
- Sound upper limb joints, with the ability to withstand repetitive upper limb activity
- May be required to occasionally lift and carry items weighing up to 10kgs

Quality & Risk

- Be proactive in risk identification, notification and management.
- Comply with Merri Health's policies and procedures
- Participate in quality improvement activities and engage clients in these activities when relevant.

Merri Health is an equal opportunity employer and is committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and



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	<i>Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.</i>
Capabilities	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.
Key selection criteria	
Essential	<ul style="list-style-type: none"> • Tertiary qualifications in nursing, social work, physiotherapy or occupational therapy. • Experience in generic care needs assessment, care planning and care coordination for people with complex and chronic conditions. • Previous experience managing people with complex conditions across the acute-community continuum. • Experience in providing outreach, home-based services. • Ability to be flexible and work well in a multidisciplinary team as well as autonomously. • Demonstrated knowledge of community services. • Ability and willingness to engage with clients with high risk conditions and challenging behaviours. • Demonstrated organisation and time management skills. • Developed interpersonal skills and ability to liaise and negotiate. • Good written communication skills. • Competence in use of Microsoft Office suite and computerised systems. • Willingness to participate in program development and evaluation.
Desirable	<ul style="list-style-type: none"> • Flexibility of work practice and approach. • Knowledge and understanding of the underlying conditions associated with ageing, frailty and disability. • Understanding of factors contributing to hospital admission in clients with chronic and complex health needs. • Experience working with culturally diverse communities, and with interpreters. • Preparedness to seek guidance when client issues are outside the scope of own professional and clinical experience. • Relevant post graduate qualifications
Checks, Licences and Registration	<ul style="list-style-type: none"> • Nursing, social worker or allied health qualification • National Police check (NPC) • Current full or probationary drivers licence • AHPRA Registration • Statutory Declaration • Immunisation Category A