

Position Description



Position Title:	Intake & Assessment Coordinator
Location:	Malvern
Department	Hospice
Reporting To:	Hospice Manager
Main Purpose of Position:	<ul style="list-style-type: none"> • To receive and process all external referrals to Very Special Kids while maintain strong connections with external referrers. • Complete all assessments with newly registered Very Special Kids families in partnership with the Family Support Team. • Coordinate the Hospice Booking system for all families accessing Very Special Kids hospice. • Participate in the Royal Flying Doctors Service partnership and attend admissions and discharges conducted in regional Victoria locations when available.
Number of Direct Reports	None
Decision Making Authority	As per Very Special Kids' Delegation of Authority Manual
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Hospice Staff • Family Support Team • Corporate Administration and Fundraising Teams • Volunteers <p>External:</p> <ul style="list-style-type: none"> • Very Special Kids families • Very Special Kids volunteers • Victorian Paediatric Palliative Care Program • Royal Children's Hospital • Monash Children's Hospital • External allied health providers

KEY SELECTION CRITERIA

Experience Skills and Knowledge	<ul style="list-style-type: none"> • Current Registered Nurse AHPRA Registration • Certificate, Diploma or Degree in general nursing which meets the requirements of the Australian Health Practitioners Regulation Agency (AHPRA) • Experience working with children who have complex healthcare needs and/or a disability • Demonstrated ability to work with families and volunteers within a health setting and commitment to the provision of family-centred based care. • Advanced assessment, intervention and review skills • Basic life support • Ability to engage and network with other professionals • Demonstrated capacity and experience in working collaboratively with other stakeholders and systems • Excellent communication and interpersonal skills including written and oral skills • High computer word processing, database management and administration skills
Values and Attributes	<ul style="list-style-type: none"> • Commitment to child-safe work practices and working in a child-safe environment • Commitment to the provision of family centred care • Ability to reflect on own work practice, undertake professional development and self-care • Able to identify areas of improvement through the review of nursing and clinical practice actively contributing to quality initiatives • Ability to work independently and as part of a larger team • Self-motivated and displays initiative • Problem solving skills • Team player – responsive, flexible and approachable • Strong alignment with Very Special Kids values

KEY AREAS OF RESPONSIBILITY

Service Delivery	Key Performance Indicators
Complete all new referrals to Very Special Kids and participate in the Intake & Review Committee meetings	<ul style="list-style-type: none"> • Attend and present at all Intake & Review committee meetings held on a fortnightly basis • Complete all new referrals to Very Special Kids
Participate in all new assessments in collaboration with the Family Support Team	<ul style="list-style-type: none"> • Complete 80% of all new assessments with the Family Support Team • Attend all Family Support Team Metro meetings held on a fortnightly basis
Coordinate the Hospice Booking system for all children accessing respite and end of life care in the Hospice. In conjunction with the Hospice Senior Leadership team, participate in the week ahead bookings review for the Hospice.	<ul style="list-style-type: none"> • Manage the mix of children staying in the Hospice at any given time to ensure even mix of high and low medical needs • Occupancy for the Hospice will reach a minimum of 80% during the week and 100% on weekends and school holidays. • Mix of children staying in the Hospice and care requirements are supported by required staffing levels.
Participate in the partnership with Royal Flying Doctors Service and Very Special Kids	<ul style="list-style-type: none"> • Attend admissions and/or discharges within the family home in regional Victoria where possible

	<ul style="list-style-type: none"> Ensure that all requests for the Royal Flying Doctors service transport vehicle are recorded in the Hospice Booking system and the Royal Flying Doctors Service electronic booking system.
Participate in the nursing care of the children accessing respite in the hospice at times of high demand and busy periods throughout the day	<ul style="list-style-type: none"> Requests for nursing assistance within the hospice setting will be met based on need and availability
Maintain administrative systems for children ensuring up to date case notes and statistics are recorded on hard copy and computer data systems	<ul style="list-style-type: none"> Assessments and clinical notes are provided with relevant statistics in accordance with agreed time frames Documentation of all care provided together with concise note taking
Manage complaints and grievances related to Very Special Kids families and children.	<ul style="list-style-type: none"> Proactive and prompt management of complaints
Participate in the development and review of general policies to ensure the Hospice Team staff and volunteers have clear operational guidelines.	<ul style="list-style-type: none"> Hospice staff have and know clear service operational guidelines.
Contribute to the quality improvement program in line with National Safety and Quality and Health Service Standards requirements	<ul style="list-style-type: none"> Accreditation with National Safety, Quality and Health Service Standards achieved and maintained.
Ensure maintenance of confidential client records	<ul style="list-style-type: none"> All records maintained in accordance with the Very Special Kids Privacy and Confidentiality policies
Organisation	<ul style="list-style-type: none"> Key Performance Indicators
Communicate effectively to build positive and harmonious working relationships within the organisation.	<ul style="list-style-type: none"> Open and positive relationship with other staff Regular formal and informal communication across all teams Demonstrated commitment to teamwork and building collegial relationships
Represent Very Special Kids in a professional and appropriate manner according to the values of the organisation.	<ul style="list-style-type: none"> Maintain and build the reputation of the organisation.

Quality, Safety and Improvement

<p>VSK Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> Acting in accordance and complying with all relevant Safety and Quality policies and procedures Identifying risks, reporting and being actively involved in risk mitigation strategies Participating in and actively contributing to quality improvement programs Complying with the requirements of the National Safety & Quality Health Service Standards Complying with all relevant clinical and/or competency standards Complying with the principles of Patient and Family Centred Care that relate to this position

CONDITIONS OF SERVICE	
Hours	Casual office based hours circa 8.30 – 5pm
Other	Current driver's licence required and own car
Salary Package	As per Very Special Kids and Nurses & Personal Care Workers Enterprise Agreement
Tenure	Casual position
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

APPROVALS	
Created by:	Rachel Ficinus & Sue Kearney
Approved by:	Katrina Hall
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