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| POSITION TITLE: Hospital Admission Risk Program (HARP) Team Leader | DIVISION: Community Health, Rehabilitation & Palliative Care and Allied Health Governance; Community Health Programs |
| REPORTS TO: HARP Coordinator | DIRECT REPORTS: 5-7 Community Clinicians |
| ENTERPRISE AGREEMENT: Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016-2020; Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016-2020; Victorian Public Mental Health Services Enterprise Agreement 2016-2020; Victorian Public Health Sector (Medical Scientists, Pharmacists & Psychologists) Enterprise Agreement 2017-2021 | CLASSIFICATION: RN Grade 4a or equivalent Allied Health equivalent |
| APPROVED: Program Manager Community Health Programs | APPROVAL DATE: April 2018 |
| PRIMARY OBJECTIVE: | |
| * To decrease hospital demand through the provision of comprehensive assessment, care coordination and timely responsive specialist care in the community setting, for people with chronic conditions and complex health care needs, who frequently use hospitals, or are at risk of hospitalisation. * To assist in the leadership, planning, service delivery and clinical support of the Hospital Admission Risk Program. | |
| PRIORITIES | VALUES |
| ***OUR VISION***  *BY 2050, EVERYONE IN OUR COMMUNITY ENJOYS THE BEST HEALTH AND WELLBEING IN VICTORIA.*  **OUR PURPOSE**  *PROVIDE BEST CARE, EVERY PERSON, EVERY DAY, SO THAT EVERYONE FEELS BETTER.*  **Strategic Priority 1**: Deliver Best Care  **Strategic Priority 2**: Invest to improve  **Strategic Priority 3**: Ensure Our Future | **RESPECT**  We RESPECT the people we connect with  **COMPASSION**  We show COMPASSION for the people we care for and work with  **COMMITMENT**  We are COMMITTED to quality and excellence in everything we do  **ACCOUNTABILITY**  We take ACCOUNTABILITY for what we do  **INNOVATION**  We drive INNOVATION for better care |

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| POSITION DIMENSION & DECISION MAKING AUTHORITY: | KEY COMMUNICATION CONTACTS (INFORMED): | |
| Without referral to Manager (RESPONSIBLE)   * Provision of direct client care through a consumer-centred approach and within scope of practice * Conduct comprehensive assessment of client and carer needs * Develop collaborative care plans with clients and carers to address identified needs * Liaise with and provide linkages with appropriate services for individual client needs * Provide client advocacy as required * Support the development of client self-management strategies * Ensure all work is completed accurately, on time and in accordance with Barwon Health policies and procedures * Workload delegation for HARP Community Clinicians within team * Daily human resource management of team * Promotes staff development and satisfaction * Lead and support HARP Community Clinicians to complete clinical and service related documentation in accordance with program expectations * Prepare and submit team reports in a timely manner * Provide Clinical supervision in regards to the HARP client cohort   After Consultation with Manager or others (CONSULTED)   * Contribute and assist the Coordinator in the performance of HARP * Participate in relevant committee processes and attend relevant meetings as required * Explore and apply new processes and systems to facilitate improved work practices in line with current best practice * Initiate, develop, participate and monitor quality improvement initiatives, in accordance with Barwon Health policy and strategic plan * Management of risk   Referred to Managers or others (CONSULTED)   * Refusal of HARP service delivery * Consumer complaints and compliments * Occupational health and safety (OHS) issues * Improving Care initiatives * Approvals process outside of delegated authority * Service development opportunities | **Purpose/Frequency of Contact** | **Contact/Organisation** |
| * Monthly accountability meeting and work plan development * Annual performance development review * Communication of monthly KPI or as required * Service gap identification and communication as required * Department discussion and consultation * Clinical supervision and accountability * As required * Monthly at Leadership meetings * Maintain liaison with professional discipline leaders and peer group to maintain knowledge, contemporary practice and other professional matters | * HARP Coordinator * Manager Chronic and Complex Care * Discipline-specific relationships |

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| KEY ACCOUNTABILITIES: | | |
| Key Result Area | Major Activities | Performance Measures |
| Care Coordination | * Follow AIDET principles * Align care coordination service to the Wagner Chronic Care Model, Barwon Health HARP and Health Independence Program (HIP) objectives and guidelines * Maintain skillset in regards to expert Care coordination capabilities * Provide comprehensive supports for member of the team delivering care coordination * Provide a forum for clinical supervision for members of the team including the responsibility for orientation of new team members * Support a process of transparent accountability for the day-to-day management of care coordinators within the team including aspects of Human Resource management e.g. Leave approval that meets both service delivery and staff needs * Support team member to meet individual KPIs * Service delivery aligns with current professional and ethical standards, evidence-based practice, relevant legislation, common law and internal policy and procedure * Be accountable and responsible for all service provision including:   + Utilising a client-centred approach to support client/carer self-management   + Provide comprehensive assessment   + Develop collaborative and integrated care plans   + Facilitation of appropriate delivery of health care   + Facilitation of access to specialist and general medicine care   + Documented case discussions   + Addressing barriers to engagement in health care   + Establishing sustainable ongoing care     - Develop an understanding of, and follow telemedicine policy and procedure when required, for local and rural HARP clients     - Identify service delivery gaps internal and external to Barwon Health and communicate to Manager | * Evidence of 100% compliance evidenced through client feedback * Evidence of 100% compliance as evidenced through client record audits * 100% completion of care plans and reviews for all clients or evidence that they have been offered a care plan * As evidenced through Client Record Audits and staff rounding feedback |

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| Safety and Quality | * Lead, participate in quality improvement activities, projects, reports or research when required * Report all incidents through the incident management system, and when required and provide follow-up and support for HARP Community Clinicians within team post incident * Comply with relevant Barwon Health policies and procedures * Lead, contribute and/or assist with approved program planning evaluation and review, development and implementation of policies and clinical practice guidelines, and service development initiatives pertaining to service delivery * Support the development and work in specialised area of clinical practice as agreed with the HARP Coordinator and Manager * Identify and communicate opportunities for partnerships to improve health care service delivery | * Evidence of active participation or leadership * Evidenced through RiskMan reports * Evidence of compliance demonstrated * Evidence of active participation provided at monthly accountability meeting and annual performance development review |
| Professional Competency and Development | * Complete mandatory training and education * Ensure HARP Care Coordinator team members complete mandatory training and education * Practice in accordance with the relevant health care or industry standards * Maintain annual registration requirements and continuing professional development (CPD) standards outlined by recognised governing body for employee discipline e.g. AHPRA * Ensure a relevant and active work plan is in place with the HARP Coordinator * Support HARP team members in their development of work plans and provide a forum for accountability of plan review | * 100% attendance and competence achieved (where appropriate) * 100% team attendance/completion * 100% compliance as evidenced through Client Record audits * Registration provided annually, evidence of CPD provided * Demonstration monthly completion of 90-day plan |

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| Team Leadership | * Coordination of HARP Care Coordinators and day-to-day team workload in relation to planned and unplanned leave * Participate in building collaborative and supportive relationships with HARP services within the Barwon South West Region * Ensure a relevant and active work plan is in place and facilitate monthly accountability for all HARP Community Clinicians within team * Participate in staff rounding, patient rounding and AIDET – Acknowledge/Introduce/Duration/Explanation/Thank-you * Support the HARP Coordinator in issues of operational management of the team as negotiated * Provide leadership of the Barwon Health values within the team at all times * Support and communicate professional development needs of HARP Community Clinicians within team | * Demonstrated evidence provided at accountability meetings * Leave liability of team maintained under BH policy * Completed 90-day plans * Outcome rounding goals achieved as agreed with HARP Coordinator * Demonstrated by meeting rounding and AIDET KPIs * AIDET implementation by staff measured through consumer feedback * Demonstrated evidence provided * As demonstrated * Evidence of training completion in accordance with training needs identified through performance reviews are completed |
| Information Management | * Use ISBAR as handover and communication framework * Ensure all documentation and data collection for the HARP team is accurate and completed in a professional and timely manner and is in accordance to organisational expectations and standards * Lead, participate in regular documentation audits to ensure compliance with legal, professional and organisational standards * Undertake data collection relating to service activities as required and according to defined timelines * Displays and promotes correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained * Abide by the Organisation’s requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department * Ensure patient information is accurate and only released in line with the Health Records Act requirements | * Actively demonstrated correct documentation as evidenced through Client Record Audits * 100% compliance as evidenced through Client Record Audits * Demonstrated participation and supervision of team members by their compliance evidenced by audit outcomes * Documentation audits |

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| Occupational Health and Safety(OHS) | * Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service * Report any incidents or potential hazards in accordance with Barwon Health policies and procedures including effective reporting via RiskMan * Assist in the planning, development and implementation of OHS measures * Demonstrates a commitment to health and safety in line with Barwon Health OHS policies, procedures, training requirements and legislative/regulatory requirements, driving a high standard for others to follow * Investigates OHS incidents and hazards involving direct reports and implements controls to reduce future risk * Supports the Injury Management/Return to Work process for any direct reports who sustain a work related injury or illness * Performs the role of area/department emergency warden if designated as the area/department person in charge | * Evidence via line management records of compliance with OHS policies and procedures * Participation in team meetings where key OHS issues are discussed and resolved * Evidence of hazard and incident reporting using RiskMan, and of OHS investigations occurring when a work related injury/illness has been sustained by a direct report/team member * Evidence of participating in the Injury Management/Return to Work process when a work related injury/illness affects a direct report/team member * Maintains compliance with mandatory OHS training requirements for both self and team |
| Other Duties | * Exhibits a commitment to Barwon Health’s values including team based above and below the line behaviours * Undertake special projects or reports required by the Manager on a wide range of issues * Report all incidents through the incident management system * Practice in accordance with the relevant health care or industry standards * Demonstrate an understanding of appropriate behaviours when engaging with children * Complete mandatory training and education * Comply with relevant Barwon Health policies and procedures * Participate in quality improvement activities * Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness | * Barwon Health values modelled at all times * Professional Development Review * Demonstrated use of incident management system * Adherence to applicable health care or industry standards * Demonstrated completion of mandatory training * Adherence with Barwon Health policies and procedures * Adherence with Child Safe Standards * Active participation in required quality improvement activities |

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| KEY SELECTION CRITERIA – LEADERSHIP CAPABILITY FRAMEWORK: [Leadership Capabilities](https://onepoint.barwonhealth.org.au/corporate/workforce-and-culture/Developing%20your%20Workforce/_layouts/15/WopiFrame.aspx?sourcedoc=/corporate/workforce-and-culture/Developing%20your%20Workforce/Documents/Leadership%20Capability%20Framework.doc&action=default&DefaultItemOpen=1) - Leading Others | | | |
| AWARENESS OF SELF | COMMUICATE | RELATIONSHIPS | RESULTS |
| **Builds and maintains resilience:**   * Persists and focuses on achieving objectives, even in difficult circumstances * Encourages others to take a resilient and optimistic approach at work | **Communicates clearly:**   * Uses non-threatening language to address and defuse challenging situations before they escalate * Provides rationale for decisions * Shares information and keeps others informed and up-to-date about what is happening * Explains complex information using language appropriate for the audience | **Works in teams:**   * Gains trust and support of others * Implements formal and informal team-building activities * Fosters teamwork and rewards cooperative and collaborative behaviour * Resolves team conflict using appropriate and respectful strategies | **Supports a shared purpose and direction:**   * Shows personal commitment to the **mission, vision and values of Barwon Health** * Provides direction to others regarding the purpose and importance of their work aligned with the **mission, vision and values of Barwon Health** |
| **Demonstrates commitment to personal development:**   * Critically analyses own performance * Is open to feedback and is responsive in adjusting behaviour | **Listens, understands and adapt to others:**   * Assesses the emotions of others and then adapts words, tone, and gestures accordingly * Encourages others to share their view point and ideas | **Develops others:**   * Takes time to understand the career objectives of team members * Provides coaching, training opportunities for team members * Promptly identifies and constructively addresses under-performance * Attracts and selects new staff that live the **Barwon Health Values** | **Displays openness to change:**   * Encourages others to be flexible and understand the impact of and benefits of change * Recognises and reinforces the behaviours of those who embrace change |
| **Exemplifies personal integrity and professionalism:**   * Models the **Barwon Health Values** and **Code of Conduct** * Confronts and deals with inappropriate behaviours in alignment with the **Barwon Health Values** and **Code of Conduct** * Demonstrates consistency between words and actions | **Influences positive outcomes:**   * Establishes credibility * Listens to and evaluates differing ideas * Discusses issues credibly and thoughtfully * Promotes awareness and support staff to implement health literacy principles in practice aligning with the [Health Literacy Strategy](https://system.prompt.org.au/Download/Document.aspx?id=34496263&code=493E8691A27329126119420AD62ABBE7) | **Values individual differences and diversity:**   * Encourages the exploration of diverse views * Creates inclusive teams in which a diversity of people feel they are valued and respected * Discerns the differing and preferred working styles of individuals and uses this information to enhance the operation of teams | **Takes accountability for achieving quality and excellence:**   * Challenges self and the team to achieve high quality results aligned with **mission, vision and values of Barwon Health** * Looks for new or better ways of doing things and takes action |

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| **KEY SELECTION CRITERIA - SPECIALIST KNOWLEDGE:** |
| **QUALIFICATIONS -**  ESSENTIAL:   * A qualification in a relevant health discipline or eligibility recognised in Victoria * Current registration with the relevant discipline board of Australia * A current driver licence   DESIRABLE:   * Postgraduate qualification/s in management, case management, chronic disease management or related field   **EXPERIENCE and/or SPECIALIST KNOWLEDGE -**  ESSENTIAL:   * Clinical health background required with extensive clinical experience * Demonstrated understanding of chronic disease management in a community-based setting * Demonstrated background in comprehensive assessment * Ability to work effectively as a member of a multidisciplinary team and contribute to a positive team environment * Demonstrated knowledge of community and acute care services and networks * Ability to maintain a high level of professional practice at all times * Experience in contributing proactively to and adapting to internal and external change * Ability to differentiate, accept and exercise appropriate mechanisms of internal and external communication and accountability * Articulate and considerable written and verbal communication skills * Ability to work collaboratively with clients and service providers * Ability to manage a demanding workload and prioritise accordingly * Experience using Microsoft programs and clinical databases   DESIRABLE:   * Experience in a team leader, clinical quality or managerial role * Understanding of Health Independence Program (HIP) Guidelines and Hospital Admission Risk Program Framework |