

Position title	Urgent Care Coordinator
Reports to	Medical Services Manager
Award agreement	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification	CN6

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	Courage • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities Empathy • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully Integrity • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust Achievement • We are outcomes-focused • We are adaptable and always learning • We continuously improve

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the Medical Services Team

The Urgent Care Clinical Team are part of the Medical Services Team, which sits within the Integrated and Primary Care Directorate. Our Directorate provides General Practice, Medical Specialist Clinic, Urgent Care Clinic, Public Oral Health Services and Harm Reduction Services.

As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Position Purpose

The Urgent Care Coordinator provides operational leadership for the Urgent Care Clinic, leadership of the UCC team, as well as oversight of quality and safety of clinical care delivery. This includes the management of financial, human resource and operational systems, while driving risk management, quality improvement initiatives and positive team performance to ensure the delivery of sustainable, integrated and high-quality care and services. The role works collaboratively with the Medical Services Manager, Executive Director Integrated & Primary Care, Clinical Nurse Coordinator, Managers on Duty, Quality Manager and other team members across the organisation to lead and embed high levels of person centred, effective and safe care nursing care and will contribute to an effective clinical support framework for nursing.

Position responsibilities

People Leadership

- Support an engaged workforce by championing a person-centred and values-driven culture.
- Lead the recruitment of appropriate UCC clinical & non-clinical team members
- Communicate effectively to inform, engage and empower our people.
- Ensure the best use of resources to effectively plan, perform and deliver.
- Create and enable talented and diverse teams.
- Focus on people's strengths and champion individual and team development.
- Provide time, resources and opportunities for people to develop and thrive.
- Invites feedback gratefully and steps into challenging conversations with courage and respect
- Role model effective wellbeing practices and supports and guides others in managing stress and stressors
- Provide operational management and clinical leadership to UCC team members and coordinate access to clinical support and supervision as required to General Practitioners, Nurses and non-clinical staff within this team.

Team Performance

- Monitor and manage financial and human resource performance targets aligned to organisational objectives, contractual obligations and individual development goals.
- Contribute to the development of annual service budgets aligned to organisational requirements.
- Proactively manage financial performance to budget and reporting on variances and re-mediation plans as required.
- Seek to identify opportunities to improve the service safety, efficiency and financial sustainability and therefore the potential reach of our UCC service to those in need in our community.

Practice Excellence

- Together with the Medical Leadership team develop and deliver evidenced based, best practice UCC services that are responsive to local community need and is aligned to the organisational service model.
- UCC leadership in line with funder contractual obligations and operational guidance.
- Contribute to any Accreditation requirements for the UCC Take lead responsibility for ongoing compliance to those Standards and proactively identify opportunities for further improvement to our work practices.
- Support the Medical Services Manager, Executive Director Integrated & Primary Care and Quality Manager in the development and maintenance of policy and procedure documents that relate to the UCC, clinical practice and service delivery
- Actively seek, monitor and be responsive to consumer and employee feedback, community engagement and impact measurement to ensure continuous improvement and excellence.
- Work within and contribute to YourCH's quality and safety framework
- Work collaboratively with UCC partners including funder, other UCC practices and suppliers.
- Participate in and contribute to communities of practice to build relationships, collaboration and service quality.

Commitment to Access

- Work collaboratively within the UCC and Medical Practice and with other portfolio leaders and teams to identify and implement opportunities for innovation and integration of services to achieve better outcomes.
- Facilitate and evaluate professional development opportunities to drive excellence and scope of practice competencies
- Proactively expand own knowledge and seek out research and evaluation partnerships and participation.
- Seek opportunities to engage medical stakeholders and the broader community.
- Build and develop operational partnerships across the geography and be alert to strategic opportunities.

Collaboration & Innovation

- Work collaboratively with our General Practitioners, Nurses, Customer Service Team and other YourCH health disciplines to ensure clients accessing our UCC can do so efficiently in a medically appropriate timeframe.
- Support cross referral of clients from and to other YourCH health disciplines to provide person centred holistic care whilst ensuring our organisation responds to market opportunities.
- Ensure the effective function of the UCC by managing patient flow through the appointment book, establishing clear pathways for triage, nursing & GP attendance for the delivery of an effective service. Ensure UCC rostering and scheduling is completed with sufficient lead time to allow for strategic cover. In particular periods of planned leave and workforce shortages accounted for, monitored and managed effectively to meet clinician, community and organisational needs.

Risk Quality & Safety

- Ensure organisational risk, quality and safety systems are implemented and are monitored across the team.
- Monitor compliance with regulatory, contractual and organisational requirements.
- Actively contribute to the development, review and implementation of policies and procedures to support best practice care provision, including though not limited to accreditation activities.
- Work with our Medical Services Manager, Executive Director Integrated & Primary Care, Quality Manager and clinical team to ensure effective clinical risk management is implemented and monitored across the team.
- Ensure incidents and feedback are proactively managed in accordance with policy and procedure, adopting a just culture approach.
- Ensure UCC equipment is well maintained and fit for purpose.
- In consultation with the Nursing team, ensure nursing services related equipment is well maintained and fit for purpose.

Clinical Service Delivery

UCC Coordinator maintains proficient UCC RN role capability to support orientation and clinical support as required.

- Provide initial clinical contact with all patients who attend for assessment, whether they have pre-booked appointment or "walk-in" to the service.
- Triage all patients in accordance with the relevant local policy in conjunction with GP on duty.
- Take relevant histories from patients to provide initial assessment notes for the General Practitioner.
- Maintain effective patient flow with demand management.
- Discuss the medical options available to patients should their symptoms escalate or further assessment and investigation becomes necessary.
- Complete regular nursing assessment and collect pathology samples as required.
- Implement treatment as indicated and directed by doctor on duty and within scope of practice.
- Provide advice and information about additional services available from YourCH and the wider community (e.g. for acute and chronic disease management).
- Support medical practitioners in the provision of treatment, procedures or intervention as required.
- Record clinical notes, recordings and interventions to a high standard in accordance with the policies and procedures of the organization
- Escalate cases to doctor on duty, Ambulance Victoria or referring to the hospital as appropriate.

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications, Registrations and Licenses

- Bachelor of Nursing or equivalent
- Current & unrestricted registration with AHPRA as a Registered Nurse (Div 1)
- Preferred - qualifications and/or experience in Emergency/ ICU nursing.
- Preferred - relevant management qualifications and or leadership experience.
- Hold and maintain current Australian driver's licence

Skills and Competencies

- Experience within a community or public health setting with a strong background in acute health including assessment and management.
- Experience in leading and managing clinicians and clinical team(s)

- Experience with both adult and paediatric patients
- Experience and proficiency in continuous quality improvement methodology and principles
- Strong analytical and problem-solving skills
- Demonstrated ability to work in a team environment and collaborate within a multidisciplinary team
- Strong people leadership and demonstrated administrative management capabilities.
- Demonstrated knowledge of clinical governance and quality systems.
- Excellent triage skills and an understanding of patient flow and demand management.
- Demonstrated comprehensive clinical skills and knowledge.
- Highly developed interpersonal and communication skills.
- Demonstrated critical thinking, decision making and negotiating skills.
- Highly developed problem solving and conflict resolution skills and the ability to make decisions in a safe and timely manner.
- Ability to identify solutions and influence outcomes.
- Commitment to continuous quality improvement and health promotion principles.
- High level of cultural sensitivity and awareness and a commitment to equity in service access and provision.
- Demonstrated ability to work flexibly and independently within a multidisciplinary team environment.
- Knowledge of the Medicare Benefits Schedule (MBS).
- Experience with Best Practice and Microsoft Office Suite. Experience working HotDoc is desirable
- Demonstrated behaviours consistent with YourCH values
- High level of accountability, performing against targets and delivering financially sustainable services.

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988.
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.