

Position Title:	Care Coordination – Emergency Department		
Department:	Community Health Warrnambool	Cost Centre:	F0421
Enterprise Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026		
Classification	Relevant to Qualifications and Skills		
Reports To:	Manager of Community Health, Warrnambool and Macarthur		
Infection Control Risk Category:	Category A – Staff with direct contact with blood or body substances		

Primary Purpose

Emergency department care coordinators facilitate improved patient flow within the emergency department (ED) and emergency observation unit (EOU) through the provision of holistic assessment and comprehensive discharge planning. The role is responsible for ensuring that upon discharge patients have appropriate community supports and referrals in place to enable them to manage safely in their environment and receive access to follow up treatment.

Accountabilities and Key Results Areas

- Reduce patient length of stay in the emergency department by providing timely interventions and supports
- Provide holistic assessments of patients including social and functional attributes
- Develop and implement discharge plans involving multiple services that focus on patient safety and manage risk.
- Develop and maintain a resource of networks with internal and external support agencies
- Provide timely advice to emergency consultants/clinicians relating to discharge planning and the availability of appropriate supports.
- Work collaboratively and liaise with health professionals from other departments to coordinate assessments or reviews required to facilitate a timely discharge from the ED or EOU.
- Reduce avoidable hospital admissions and emergency department presentation rates for patients with chronic and complex health conditions and psychosocial needs.
- Where a patient requires an inpatient admission, the emergency department care coordinator can commence assessment and make early referrals to ward based teams.
- Provide short term follow up for discharged ED/EOU patients to ensure referrals and community supports are in place as required for that episode of care.
- Collect data and provide reports to SWH management and relevant Government Departments as required.
- Meet with the supervisor on at least a monthly basis for professional and personal support.
- Participate and support quality initiative to improve the efficiency and effectiveness of services within ED and Community Health
- Maintain currency of practice through ongoing commitment to training and education appropriate to the role and profession
- Complete relevant allied health competency assessments and training to work in a trans-disciplinary manner

Generic Responsibilities and Accountabilities

Comply with all relevant legislative requirements, organisational policies, by-laws, standing orders, vision or mission statements and values including, but not restricted to:

- Infection Control policies
- Confidentiality policy and privacy legislation
- Occupational Health and Safety policies and regulations
- Guidelines of the State Services Authority including the public sector
- Employment principles and Code of Conduct
- Fire, disaster and other emergency procedures

- Smoke Free Campus policy
- Risk Management policies and guidelines
- Consumer Participation Strategy

Key Relationships

Internal:	Emergency Department team, and specialist consultants Community Health and Allied Health clinicians and programs
External:	Community based support services, local government, social support agencies, General Practitioners and external health consultants

Position Impact

Direct Reports:	Manager of Community Health Warrnambool and Macarthur
Budget:	

Selection Criteria:

- Current registration with AHPRA
- Relevant tertiary qualification in related health discipline
- High level knowledge and skills in assessment, planning and implementation of services
- Demonstrated ability to work autonomously and within a team environment
- Effective communication skills in a high pressure professional team environment
- Good working knowledge of community based support networks and services
- Minimum 3 years' experience in a relevant acute/community setting
- Advanced skills in time management organisation, planning and priority setting

Approvals

Employee Signature:		Date:	
Manager's Signature:		Date:	