

## POSITION DESCRIPTION

<b>Position Title:</b>	Care Coordinator - Pathways to Good Health
<b>Business Unit/Department:</b>	Paediatric Community Health
<b>Division:</b>	Integrated Community Health Services
<b>Award/Agreement:</b>	Nurses & Midwives (Victorian Public Health Sector) Single Interest Employers Agreement; Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	HITA/PAC Nurse Level 1 (CAPR 2) (YU15); Social Worker: Grade 3 – Year 1 to Year 4 (SC31 to SC34)
<b>Reports To:</b>	<u>Operational:</u> Team Leader - Pathways to Good Health; Manager - Community Paediatric Services <u>Professional:</u> Director of Nursing & Midwifery; relevant discipline Manager
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	November 2025

### Position Purpose

The Care Coordinator – Pathway to Good Health will be partially co-located within the Department of Families, Fairness and Housing, Child Protection work sites in the Brimbank Melton and Western Melbourne Areas, while also working across diverse settings to support and enhance the health and wellbeing of children in care.

This role involves collection of health and social history case information, recommendations to the MDT for the allocation of referrals to the comprehensive MDT health assessment and liaison with referral sources. The Care Coordinator will contribute to the multidisciplinary team at Western Health, supporting the supervision, implementation, and strategic management of specialist services. As a key member of the Pathways to Good Health team, the Care Coordinator will provide expert, evidence-informed guidance to uphold and improve service standards and practices related to child health and wellbeing across Western Health services.

As a member of the Pathways to Good Health team, the Care Coordinator is responsible for maintaining up-to-date professional knowledge, engaging in ongoing education, and working within their defined scope of practice, aligned with their qualifications, experience, and skillset.

For those in a nursing capacity, this includes maintaining registration with the Nursing and Midwifery Board of Australia (NMBA) and adhering to the Registered Nurse Standards for Practice. For social workers, this includes maintaining registration with the Australian Association of Social Workers (AASW) and upholding the Code of Ethics and Practice Standards.

The Care Coordinator contributes to the delivery of high-quality services by demonstrating proficient to expert capabilities across five domains: leadership, research, evidence-informed practice, education and learning, and clinical or professional expertise, as outlined in the Western Health Professional Practice Framework.

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## Business Unit Overview

The Integrated Community Health Services Directorate at Western Health focuses on delivering high quality evidence based care to those residing in the Brimbank Melton and Western Melbourne regions across a variety of clinical settings. Services are provided across acute (medical surgical and maternity unit), outpatient services (Paediatric and Adult), outpatient rehabilitation, community health settings (Paediatric and Adult), residential care services, health promotion, community partnerships.

The Integrated Community Health Service delivers preventative, early intervention and chronic disease management. Services operate on the social model of health and with a focus on:

- Equity and accessibility
- Effective community participation/control
- Multidisciplinary team work
- Strategies beyond individual care (group work, health promotion, community development)

Services within this directorate include:

- Adult Allied Health
- Paediatric Allied Health
- Community Health Nursing
- Community Nursing
- Dental
- Counselling
- Family Violence services
- Aboriginal Health Programs
- NDIS (National Disability Insurance Scheme) Therapeutic Supports

Staff model the Western Health values of CARES (Compassion, Accountability, Respect, Excellence and Safety).

## Key Responsibilities



### Leadership

- Contribute to the further development of the embedded health professional role.
- Develop and maintain excellent relationships with internal and external stakeholders.
- Be responsible for Occupational Health and Safety assessment and make suggestions for improvement.
- Attendance and participation in clinical supervision as a formal process of reflective practice and support to enable ongoing professional development
- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Maintains a professional demeanour and serves as a role model for all nursing staff, both as a clinician and in line with behavioural expectations.
- Provides leadership in clinical situations demanding action.
- Take accountability for own actions and others under direction and sphere of responsibility
- Promotes a culture of innovation, education, excellence and consumer/client first focus, through policies and practices that support and recognise individual and collective team contribution.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning.
- As an expert resource, provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a consumer focussed model of care.
- Exhibit a high level of emotional self-control and flexibility in complex, changing, and/or ambiguous situations and when confronted with challenges
- Maintains and fosters relationships with appropriate internal and external stakeholders.



### Research

- Engage in the evaluation of the project as requested by Western Health and/or the Department of

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## Health

- Support related research projects regarding health for children involved with Child Protection services
- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.
- Lead quality or practice improvement initiatives at local level and/or contributes to quality or practice improvement initiatives at program or organisational level
- Apply research evidence to clinical practice, has well developed strategies to inform practice in the absence of high level evidence
- Present and publish in appropriate professional conferences and journals and remain informed of the current literature



## Evidence Based Practice

- Triage referrals to ensure a timely and appropriate response is provided to children in OOHC
- Gather and collate health information regarding children in OOHC
- Support DFFH Child Protection practitioners with the implementation of health management plans for children in OOHC.
- Undertaking proactive outreach and place-based assessments; including home visits where deemed appropriate
- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Be familiar with local and organisational policies, procedures and guidelines
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice
- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse, promote positive consumer outcomes and identify areas of improvement in nursing practice
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience
- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities



## Education & Learning

- Act as a resource for education and training of Child Protection staff regarding paediatric health issues.
- Facilitation of Carer upskilling sessions (Circle of Security/ tuning into kids)
- Initiate, support and participate in the development of training resources for health professionals in relation to working with vulnerable children.
- Participates in operational group meetings to identify systemic and operational barriers and issues.
- Contributes to communication with DFFH Health and Wellbeing Division particularly in regard to documenting activity of the position and exploring options for sustainability.
- Develops partnerships with relevant health and mental health services to facilitate patient access and information sharing.
- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Exchange and share information from participation in seminars and conferences with colleagues via huddles, in-services, presentations, education forums, team and other meetings
- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members and consumers/families.
- Works with less experienced nurses to develop their capabilities.
- Promote the development of, and involvement in, professional networks and learning communities
- Develop and evaluate policy initiatives that aim to foster patient/consumer involvement and provide them with real and meaningful choices about treatment options

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## Clinical Expertise

- Interpret medical information and provide clinical advice to DFFH Child Protection workers regarding child health issues.
- Utilise relevant records to review, document and communicate health issues for children in OOHC across health and welfare services.
- Provision of secondary consultations with schools, maternal and child health nurses, general practitioners.
- Coordinate and monitor attendance at health and immunisation appointments for children in OOHC.
- Identify and navigate barriers to engagement in health services for children in OOHC.
- Liaise with specialist health care professionals regarding child health issues for children in OOHC.
- Facilitation of referrals for Primary Health Checks and Multi-disciplinary Health Assessments
- Service navigation for children and young people engaging both with internal services to Western Health and external care services.
- Coordination and facilitation of referrals to external services including specialist health and community services for children in OOHC
- Attend multi-disciplinary meetings in relation to children in OOHC.
- In a consulting capacity, provides clinical nursing expertise and direction in line with clinical standards policies and procedures to both internal and external customers, including providing high level nursing assessment, care planning and interventions/procedures.
- Is responsible for a timely response to referrals and manages and provides assistance to others in prioritisation and completion of tasks such as completion of necessary statistical data, including entry to support financial recuperation as appropriate.
- Act as a primary resource in relevant area and ensure the provision of high quality, culturally sensitive consumer care in partnership with consumers, their significant others and other members of the multidisciplinary care team
- Provides an efficient and customer focused service commensurate with senior status and role. Analyses situations and make appropriate decisions in a timely manner that meets the needs of consumers, staff and organisation.
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams
- Represents clinical specialty in multidisciplinary working groups
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Western Health Guidelines

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

## Key Working Relationships

### Internal:

- Manager Paediatric Community Health
- Pathway to Good Health workers
- Paediatricians
- Paediatric allied health staff
- Intake and Administration staff
- Other Integrated Community Health Service (ICHS) staff and managers
- Allied Health discipline managers
- Director of Nursing and Midwifery
- Director of Allied Health
- Divisional Director
- Clinical Service Director
- Operations Manager
- Heads of Units
- Medical staff
- Nurse Unit Manager
- Nursing staff

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**External:**

- Department of Families, Fairness and Housing, Child Protection
- Victorian Aboriginal Child Care Agency (VACCA)
- Aboriginal Community Controlled Organisations and other services specifically supporting Aboriginal and Torres Strait Islander community members
- Royal Children's Hospital Victorian Centre for Health Leadership for Children in Care (VCHLLC)
- FASD Connect and VicFAS
- Schools and Early Childhood Education Centre staff
- Health professionals including Allied Health professionals, General Practitioners, Paediatricians, MCHNs,
- NDIS services including the NDIA, ECEI partner agencies, service provider agencies.
- Consumers, Next of Kin or Enduring Power Attorney
- General practitioners and broader Western Health Community Partners

**Selection Criteria****Essential:**

- Current registration with the relevant professional body (e.g. AHPRA for nurses or AASW for social workers).
- Experience working in a senior clinical role.
- Extensive paediatric experience, including with children at risk of abuse or neglect, and their families.
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Demonstrated experience working effectively independently and also within a multidisciplinary team environment.
- Demonstrated time management, organisation and planning skills
- High level verbal and written communication skills
- Experience in the use of technology to create clear and concise documents and reports
- Proficiency in using technology to produce clear and professional documentation and reports, including Microsoft Office applications
- Demonstrated commitment to developing and improving personal education and skills appropriate to the position
- Demonstrated competency and knowledge to effectively undertake basic health care education.
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Current Victorian driver's license

**Desirable:**

- Have completed or be working towards a Masters in Nursing or Social work
- Demonstrated knowledge of quality management and improvement methodologies
- Demonstrated experience in research projects and publication of research activities.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals.

**Additional Requirements****All employees are required to:**

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health

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- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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