

POSITION DESCRIPTION

Position Title:	ACE (Advice Coordination & Expertise) Inpatient Care Coordinator
Business Unit/Department:	Western Health at Home
Division:	Operations
Award/Agreement:	Nurses and Midwives (Vic Public Sector) (Single Interest Employers) EBA 2024-2028
Classification:	Registered Nurse – Grade 4
Reports To:	Service Manager: Western Health at Home Care Coordination teams Operations Manager Discipline Manager professionally/DON
Direct Reports:	N/A
Date Prepared/Updated:	28/11/2025

Position Purpose

The ACE (Advice, Coordination & Expertise) Team purpose is to facilitate access and flow throughout Western Health and support complex discharge planning via

- Early identification of patient needs and potential barriers to discharge
- Ensure completion of timely referrals to both inpatient (iPM) support and post discharge (Central Access Unit) supports
- Expert knowledge of available community supports both internal and external to Western Health
- Innovative transition planning – In hospital, Rapid Discharge Support Service, Weekend Ward Service, Routine Post Discharge Follow Up Phone Calls

The ACE Care Coordination Team has been established to deliver discharge planning and coordinated care for patients who are at risk of further hospital presentations or admissions and lengthy inpatient stays due to the complex nature of their medical and social situation.

The Care Coordinator has a strong presence on all inpatient wards and attends case conferences, team meetings and is a key contact for discharge planning to Western Health at Home Services. Inpatient ACE Care Coordinators attend the daily Access meetings which include representatives from all wards and departments. They also attend any relevant long stay rounds to provide guidance and recommendations on innovative methods to support patient discharge. The Care Coordinators will work closely with all internal and external community services to improve smooth transition from the wards to the community.

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The ACE Inpatient Care Coordinators manage the Rapid Discharge Support Service (RDSS) to support patients to return home. The RDSS model supports complex discharges of medically stable clients and provides care outside of the hospital for social admissions by utilising relationships with hotels and carers in the West to provide a “right here, right now” service. The RDSS aims to overcome barriers to discharge and save hospital bed days by providing innovative care including transport home, shopping assistance and meal preparation post hospital discharge, pharmacy review and welfare checks.

ACE Inpatient Care Coordinators work a 7-day rotating roster, with shift times of 8am-4.30pm, including public holidays. Internal Care Coordinators may be required to work across all Western Health sites.

Business Unit Overview

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient’s homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care.

Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease.

The divisions medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient’s home. These services include Hospital in the Home, Specialised Rehab Program, GEM@Home, Community Based Transition Care Program and Dialysis@Home, which deliver healthcare that would otherwise be provided within an inpatient setting.

Western Health at Home’s breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women’s prison located in Melbourne’s West.

Key Responsibilities

Safe and Effective Patient Care

- Maintain accurate communication of appropriate patient information within the ACE Team including the patient management system/s.
- Perform accurate and thorough risk screening for early identification of patients who require ACE Team input
- Conduct an accurate and comprehensive assessment of patients’ current bio-psychosocial situation.
- Consult and collaborate with ward staff, patients’ families and community service to plan for discharge.
- Develop and monitor appropriate care plans to facilitate safe discharges.
- Make timely referrals of patients with ongoing needs to appropriate services.
- Provide care coordination to ensure safe, effective and timely discharges from the inpatient setting
- Hold accountability for own actions and seek guidance and support from appropriate colleagues or management when limited by own skills and experience.
- Receive supervision from senior or Care Coordination Service Manager, guided by individual work plan/learning goals.
- Demonstrate an understanding of quality improvement and accreditation processes

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People and Culture

- Actively promote the ACE team and CCC services through the development of cohesive networks and provision of high-quality care.
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Attend and participate appropriately at team meetings
- Demonstrate flexibility and responsiveness

Community and Partnerships

- Demonstrate a high level of understanding of community resources and systems.
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings.

Research and Learning

- Act as a key resource within teams, relating to areas of expertise.
- Participate in the development, organisation and delivery of education programs for internal and external stakeholders
- Maintain clinical professional development as outlined in the Allied Health and Care Coordination Workforce Clinical Portfolio.
- Provide orientation and support for new team members and students as required.
- Undertake a teaching role as necessary.

Self Sufficiency and Sustainability

- Complete documentation and data collection within program guidelines.
- Maintain appropriate levels of patient contacts and caseload to optimise service delivery for Community Services.
- Assist in the development of future care coordination workforce through supervision of students and rotating grade one AH staff as required (AH only).

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

- Western Health at Home Care Coordination Service Manager
- Other ACE Care Coordination team members
- Operations Managers Western Health at Home Division
- Director, Western Health at Home Division
- Director of Nursing, Western Health at Home Division
- Other staff members within the Division
- Medical, Nursing and Allied Health staff at Western Health
- Nurse Unit Managers
- Allied Health Managers
- Access Managers
- SNAP staff

External

- Patients, carers, and significant others
- Community service providers
- General Practitioners
- Ambulance Victoria

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- Local Hotel providers
- External key client contacts such as: Community Case Managers, etc.

Selection Criteria

Essential

- Tertiary Nursing qualification and eligible for registration with AHPRA.
- Minimum of 3 years clinical experience in public health.
- Relevant acute and community related experience.
- Extensive experience with assessment, discharge planning, case conference and care planning for people with complex needs.
- Highly developed and demonstrated clinical assessment skills.
- Demonstrated skills in Microsoft office software and patient management systems.
- Quality improvement/research/evaluation experience and/or qualifications.
- Demonstrated understanding of the Australian Public Health Service, primary health care and referral pathways for target client group/s.
- Highly developed interpersonal skills and communication skills.
- Demonstrated ability to work in multi-disciplinary teams.
- Hold a current Victorian driver's license

Desirable

- Post graduate qualification in relevant area.
- Involvement in quality improvement/research/evaluation experience and / or qualifications and a commitment to continuing professional development.

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
- 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
- Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

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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
- 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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