

POSITION DESCRIPTION

Position Title:	Transition Discharge Coordinator
Business Unit/Department:	Sunshine Wellbeing Central IPU3
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	RPN Grade 4 – Year 1 to Year 3 (NP75 to NP77)
Reports To:	Program Manager
Direct Reports:	N/A
Date Prepared/Updated:	20 February 2026

Position Purpose
<p>This role has responsibility for the management and support of clinical activities related to patient flow through the acute inpatient unit. Typical duties include the ongoing development of admission and discharge processes; establishing clinical standards at transitional points of care; ensuring effective resource utilisation; overseeing pertinent key performance indicators; and taking a service wide approach to coordination of care.</p> <p>The role provides clinical leadership and guidance to the Sunshine Mental Health and Wellbeing Centre (SMHWC), Unit 3 multidisciplinary team. Clinical activities are monitored and evaluated, and appropriate planning taken to manage risks/gaps in practice at transition points. The role requires significant liaison and negotiation with senior clinical and non-clinical stakeholders. The clinician requires a well-developed working knowledge of mental health services as well as external agencies.</p>
Business Unit Overview
<p>The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.</p> <p>The Division has recently been established following a key recommendation from the Royal Commission into Victoria’s Mental Health System. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.</p> <p>Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.</p> <p>The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care.</p>

Our Vision

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The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Responsibilities

Access

- Attend daily Multidisciplinary Meeting and weekly Clinical Review Meeting to provide leadership regarding consistent access planning and management of clinical workload.
- Represent SMHWC Unit 3 in bed coordination conference call at 9.30 am and 3 pm Monday to Friday; or delegate to appropriate person (ANUM, senior nurse) when unable to attend.
- Shift leaders and clinical staff are kept informed and actively involved in the decision-making process regarding consumer flow through SMHWC Unit 3; including Intensive Care Area bed access and levels of acuity.
- Monitor progress of discharge plans, providing clinical guidance regarding appropriate planning, opportunities to expedite discharges, and ensuring clinicians are keeping to the plan and timeframes.
- Liaise routinely with the Access Coordinator and Emergency Mental Health regarding demand and capacity.

Transition Processes

- Use advanced clinical knowledge and skills to influence quality of care at transition points of care; such as, identifying capabilities of services to best meet consumer support needs, identifying examples or patterns of unsafe admission or discharge practices and ensure clinical practice standards are met at transition points.
- Develop and monitor safe and effective admission and discharge procedures that will meet the needs of consumers and carers in a timely way.
- Ensure referral and discharge documentation is comprehensively completed, meets the Western Health documentation standards, and is received by the appropriate service provider in a timely manner.
- Develop and monitor processes to ensure consumers, carers and stakeholders are aware of discharge arrangements and plans for follow-up support and treatment.

Stakeholder engagement

- For existing Midwest consumers; email Key Clinician, treating Doctors and Team leader to inform of admission, and request support to inform admission goals or outcomes. If consumer readmitted within 28 days, review medical record and request Key Clinician attend the unit to meet with consumer/carer and SMHWC Unit 3 team.
- Facilitate complex care planning strategies (case conferences, contribution to development of Enhanced Treatment Plans) to improve safety of consumer at transition and reduce risk of readmission.
- Work with other AMHS clinicians, SMHWC Unit 3 Treating Teams and Clinical Nurse Consultant to gather information pertinent to safe management (Discharge Summaries, Clinical Review Documents, Risk assessments etc) for consumers from other Area Mental Health services admitted to SMHWC Unit 3.
- When need arises provide support to Emergency Mental Health in complimentary assessment to assist in problem solving access issues.
- Support the program manager in the quick and effective resolution of complaints.

KPI reporting and monitoring

- Provide reports to Western Health committees and SMHWC Unit 3 leadership team; Monthly 28-day Readmissions, Post follow-up report, average length of stay, HoNOS and discharge summary completion rates.
- Maintain data related to admissions and discharges, and contribute to identification of trends to inform Access Flow report.
- Where trends are identified as a potential risk to patient flow or safety at transition, develop processes to minimise risk; which may include developing procedures and guidelines in consultation with stakeholders to support clinical practice.
- As appropriate, respond to Riskman incident reports pertaining to consumer access and flow.

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Post-discharge support and follow-up

- Ensure that all consumers discharged out of area (to G.P., Private Psychiatrist/Psychologist, transferred to other IPU including private hospital, and transferred to out of area Mental Health services etc.) are contacted within 7 days of discharge from SMHWC Unit 3 according to 'Post-Discharge Follow-Up' procedure.
- Provide clinical support and guidance to Consumer and Carer Peer Support Workers as part of the "Expanded Post Discharge Support" Program.
- Provide clinical support to stakeholders (consumers, carers, Community Mental Health clinicians and primary care providers) as required.
- Ensure CMI contacts and BossNet medical record entries maintained for post-discharge follow-up contacts.

Service improvement in key areas related to role

- Identify areas or practices that negatively influence patient flow, or increase risk at transition points of care, and develop strategies in consultation with clinical staff, key stakeholders, consumers and carers to address these.
- Develop systems, within a quality framework, that contribute to effective working practices in relation to admission and discharge planning; for example, improving the AM discharge KPI.
- In consultation with Program Manager and Western Health Best Care Coordinator's, conduct clinical audits to monitor processes around admissions and discharges.

Education

- Contribute to the training and development of SMHWC Unit 3 multidisciplinary staff and stakeholders as required regarding safe practice at transition points of care
- Provide education to rotational Medical staff regarding documentation requirements at transition points
- Coordinate and chair the discharge meeting group on a weekly basis.

Leadership

- Provide mentoring and clinical support to SMHWC Unit 3 nursing staff; particularly at times of increased patient flow, acuity and workload.
- Attend pertinent internal and external meetings.
- Provide educational support to Registrars, HMOs and Residents.
- Attend SMHWC Unit 3 leadership meetings including; Nursing Leadership meeting and SMHWC Unit 3 leadership meeting.

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:

- Nursing Leadership team – Program Manager, Team Leader, CNC, CNE, Mental Health Intensive Care Response (MHICAR), Admission and Discharge coordinator, Access Coordinator
- ANUMs
- Lead Consultant and medical staff
- Multidisciplinary team – nursing, medical, allied health and lived experience workers
- Consumers, families and carers
- Emergency Mental Health
- Other Western Health Clinical teams
- Senior Nurse Consultant and Senior Mental Health Nurse
- Administration staff
- Western Health Executive team
- Drug Health Services
- Aboriginal Health Unit
- People, Culture and Safety Services

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<p>External:</p> <ul style="list-style-type: none"> • Outlying mental health networks and services • Community services and primary care providers – GPs, Private Psychiatrists, MHCSS, AOD services • Mental Health Complaints Commissioner • Safecare Victoria • Office of the Chief Psychiatrist • Independent Mental Health Advocacy (IMHA)
<p>Selection Criteria</p>
<p>Essential</p> <ul style="list-style-type: none"> • At least five years' experience in Acute Mental Health settings • Proven clinical ability and capacity to work independently in a senior nursing role • Ability to problem solve, negotiate and communicate with staff and other stakeholders • A well-developed understanding of professional supervision and evidence-based practice • A proven ability to provide clinical leadership and professional guidance to multidisciplinary staff • Well-developed knowledge and understanding of the Mental Health and Wellbeing Act 2022 and other relevant Legislation, policies and strategic directions of Public Mental Health services. • A well-developed knowledge of the National Mental Health Standards and ACHS guidelines • Current drivers licence • Commitment to ongoing professional development • Commitment to supervised practice • Demonstrated understanding of working with mental health consumers, including appropriate supports, therapeutic engagement, assessment and evidence-based interventions • Demonstrated understanding of de-escalation principles when working with people who are distressed or experiencing mental illness • Knowledge of recovery-oriented care and trauma informed care frameworks • Ability to work with, communicate and engage consumers, families and carers from diverse backgrounds • Demonstrated ability to record accurate and concise documentation within a consumer's medical record • Demonstrated understanding of confidentiality and privacy relating to consumer care • Commitment to practice in a manner which reflects Western Health's values and ethos <p>Desirable</p> <ul style="list-style-type: none"> • Current driver's licence • Ability to speak a community language Key Selection Criteria • Experience in service provision to consumers and carers from CALD backgrounds • Previous experience in Access or Discharge Coordination role <p>Formal Qualification(s) & Required Registration(s)</p> <ul style="list-style-type: none"> • A Bachelor Degree in Nursing, • Registration as a Registered Nurse Division 1 with the Nursing and Midwifery Board of Australia, • Completion of a Post-Graduate Diploma in Mental Health Nursing
<p>Additional Requirements</p>
<p>All employees are required to:</p> <ul style="list-style-type: none"> • 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.

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- 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

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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