

POSITION DESCRIPTION

Position Title:	Clinical Case Coordinator
Business Unit/Department:	Dialysis at Home/Renal Services
Division:	Western Health at Home
Award/Agreement:	Nurses & Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Registered Nurse: Grade 3B – Year 1 (YU11)
Reports To:	<i>Operational:</i> Nurse Unit Manager <i>Professional:</i> Director of Nursing & Midwifery
Direct Reports:	N/A
Date Prepared/Updated:	27 March 2026

Position Purpose

As a member of the health care team, the Dialysis at Home Clinical Case Coordinator is at the forefront of the provision of high-quality nursing care to patients on a day-to-day basis. As a professional, the Clinical Case Coordinator is accountable for:

- The maintenance of their own clinical knowledge, further education and always working within the confines of their specific scope of practice, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to always work as a Registered Nurse in Australia whilst working as a nurse within Western Health.

The role of the Clinical Case Coordinator, working within a multidisciplinary team incorporates the following activities: unsupervised clinical practice, coordination of care, counselling, health promotion and teaching, patient advocacy, collaborative patient and unit management, research, supervision and mentorship/preceptorship, interaction/liaison with multidisciplinary team, accurate and timely documentation.

As a Clinical Case Coordinator in Dialysis at Home, the position will allow the opportunity for professional learning and development within the Renal Service at Western Health (WH).

The Dialysis at Home Clinical Case Coordinator provides intake assessment, quality education, training and ongoing management and support to patients on home-based dialysis therapy. As a member of the Dialysis at Home team they work collaboratively with other team members to ensure services for patients are coordinated, and continuity of care is provided for individuals.

The hours of work are mainly during business hours; however, the successful candidate will have the flexibility to participate in the on-call roster and work evenings and weekends should the patient learning needs and social situation require this.

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 consists of 1,000 employees including medical, nursing, pharmacy, allied health, and administration staff. Western Health at Home services provide care

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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 centered 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, Rehab at Home, GEM at Home, Community Based Transition Care Program and Dialysis at 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

- Provide high quality, evidence based and culturally sensitive patient care in accordance with the WH Model of Care and according to the patient need.
- Facilitate and perform nursing interventions within professional standards and boundaries as described by the relevant professional bodies/industry standards.
- Perform comprehensive patient assessments, support and coordinating patient healthcare needs across the health care continuum and escalate to appropriate internal and external services as required.
- Assess the clinical, non-clinical and social needs, including the identification of 'at risk' patients and record with appropriate and accurate documentation in the patient's history and care plan and implement patient specific risk minimisation strategies.
- Participate in the journey of patient education of home modality dialysis as directed by NUM.
- Recognise changes in patients' condition and take necessary action(s) and document the variation in the patients' history and care plan such as urgent medical review.
- Accurately document all patient's interactions, requirements, outcomes, or events in accordance with Western Health policies and procedures, ensuring legibility and proper identification of the reporter
- Maintain and update patient records/patient management systems including the patient dashboard, iPM, Bossnet and EMR
- Effectively develop ongoing management plans that reflect the needs of patients and their significant others and demonstrate an understanding of the role of community providers.
- Ensure processes and workflows accurately reflect service need, highlight risks and provides a plan to address requests for interventions on the following shifts/day.
- Ensure appointments are scheduled appropriately to ensure patients receive timely interventions and or education to avoid poor patient outcomes including infection/complications.
- Perform task-based nursing duties including but not limited to:
 - Wound Care
 - Prosthetic Device Management (Tenckhoff catheters, permacaths)
 - Medication administration
- Use effective conflict resolution skills to address issues involving employees, patients and their significant others, internal and external stakeholders, and the public.
- Assume a portfolio or service responsibility as designated by the Nurse Unit Manager
- Participate and contribute to improvement of policies, procedures and protocols and identify potential issues in nursing practice and areas of improvement in clinical standards. Critically review outcomes of nursing/midwifery practice

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- Participate in the collection of data analysis and monitor relevant KPI's as requested.
- Contribute to the maintenance of records relating to patient throughput, bed utilisation, employee utilisation, and management of consumable and non-consumable items, as requested.
- Co-ordinate the assessment and development of a comprehensive individualised plan of care for patients admitted to Dialysis at Home in conjunction with the multi-disciplinary team.
- Coordinate and liaise with community agencies and networks to ensure continuity of care.
- Foster a culture that recognises the important role in health care provided by Dialysis at Home and community providers.
- Develop, implement, and evaluate teaching plans for peers, graduate, and student nurses where applicable, patients and their significant others that meet their learning needs and facilitates informed decision making.
- Share and teach evidence-based nursing knowledge to and with unit/ward team members.
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team meetings, etc.
- Work within and towards the Nursing and Midwifery strategic plan.
- Perform other duties as required.

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:

- Divisional Director
- Operations Manager
- Director of Nursing and Midwifery
- Renal Service Manager
- Nurse Unit Manager
- Associate Nurse Unit Managers
- Other nursing staff
- Allied health
- Unit medical officers

External:

- Consumers, families, and others as required
- Community service providers
- Relevant clinical networks
- General Practitioners
- External pathology providers

Selection Criteria

Essential:

- Successful completion of a Bachelor of Nursing qualification or equivalent
- Registration as a Registered Nurse in Australia
- Current registration with AHPRA
- Minimum of one year full-time or equivalent experience as a Registered Nurse in a renal setting
- Demonstrated experience in working in either Haemodialysis and Peritoneal Dialysis or both.
- Possess excellent clinical skills.
- Effective organisational skills, with respect to time management and delegation
- Well-developed written and verbal communication skills
- Effective interpersonal skills
- Demonstrated ability to practice collaboratively as part of a multi-disciplinary health care team
- Demonstrated evidence of undertaking professional development activities to maintain and enhance nursing expertise.
- A commitment to high quality, safe and person-centered patient care

Desirable:

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- Possess a renal post graduate qualification or working towards same
- Ability to adapt teaching methods to suit a diverse range of personalities and learning styles

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 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- 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 and 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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