

POSITION DESCRIPTION

Position Title:	General Medicine Discharge Coordinator
Business Unit/Department:	General Medicine
Division:	Aged, General Medicine and Subacute Division
Award/Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Clinical Nurse Consultant (CAPR 3.1)
Reports To:	Operational: AGMS Operations Manager Professionally: Director of Nursing and Midwifery
Direct Reports:	None
Date Prepared/Updated:	11 March 2025

Position Purpose

The General Medicine Discharge Coordinator will collaborate with all site-based General Medical teams, nursing staff and multidisciplinary teams to facilitate and coordinate patient discharges in a safe, appropriate, and timely manner. The General Medicine Discharge Coordinator will:

- Work independently and collaboratively with the General Medical Unit teams to identify, lead and coordinate safe, appropriate, and timely discharge of patients from the General Medical inpatient units.
- Adopt an 'early intervention' approach and actively participate in team meetings to support patients and families through the discharge process ensuring patient centred care and efficient utilisation of resources.
- Escalate discharge barriers to the most appropriate channels and promote alternative discharge pathways where appropriate.
- Promote and increase the use of Clinical Criteria for Discharges (CCDs) and discharges before 10am.
- Co-ordinate, within appropriate time frames, the safe discharge/ transfer of patients from the unit on day of discharge including liaising with families and carers and ensuring all relevant discharge documentation is completed by relevant clinician/team. Maintain effective communication with the multi-disciplinary team throughout this process to ensure hospital discharge times are met.
- Develop and maintain effective networks with a range of internal/external stakeholders and service providers.
- Remain current in specialised knowledge, expertise and skills through continuing professional development and ongoing education.

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- Communicate effectively and appropriately (verbally and in writing) using consistent and transparent processes including the ability to communicate effectively with clients who have a cognitive impairment.
- Provide leadership and guidance to all staff in services provided by Western Health to support patients post discharge.
- Demonstrate commitment to Western Health Values, Standards of Practice and practices as a role model for early career nursing staff within scope of practice.
- Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation, as directed by the AGMS Divisional Director.

As a professional, the General Medicine Discharge Coordinator is accountable for:

- The maintenance of their own clinical knowledge, further education and working within the confines of their specific scope of practice at all times, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to work as a Registered Nurse in Australia at all times whilst working as a nurse within Western Health and practice in alignment with Nursing & Midwifery Board of Australia (NMBA) Registered Nurse Standards for Practice.

The General Medicine Discharge Coordinator will contribute to providing quality health and well-being services for our consumers demonstrating proficient to expert behaviours across the five domains of leadership, research, evidence-based practice, education & learning and clinical expertise as identified in the Western Health Nursing and Midwifery Professional Practice Framework.

Business Unit Overview

The Division of Aged, General Medicine, and Subacute Services delivers high-quality healthcare to patients across various acute and subacute inpatient units, including General Medicine, Acute Aged Care, Geriatric Evaluation Medicine, Rehabilitation, Transition Care, and Residential Aged Care at multiple Western Health locations.

This division plays a crucial role in the healthcare continuum, offering acute care in emergency departments and inpatient wards through to subacute care and community support. The clinical teams also offer vital consultation services to all areas of the health service and the community. These services are designed to align with patient-centred goals, focusing on enhancing independence and managing chronic conditions within a framework of shared decision making.

With a diverse workforce, the Division also ensures timely access to care through its Subacute and Non-acute Assessment and Pathways (SNAP) service, facilitating smooth transitions between care settings for individuals.

Key Responsibilities



Leadership

- 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.

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- 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

- Identify opportunities to improve processes and patient outcomes, and participates in implementing new practices.
- Obtain feedback from key stakeholders to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- 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

- 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

- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members and consumers/families.
- Work with members of the wider multidisciplinary team to share knowledge and build capability.
- Collaborate with patients and families to establish the individualised discharge plan, through a person-centred approach.
- Provide clear concise patient information to our consumers and their families
- Works with less experienced nurses to develop their capabilities and discharge planning knowledge.
- 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
- 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

- Provide nursing clinical expertise and facilitate coordination of discharge plan for patients within the General Medical Service in line with clinical standards, policies and procedures to both internal and external customers, including discharge planning, patient assessment and required interventions/procedures.
- Be responsible for timely response to referrals and efficient use of available resources.
- Analyses situations and make appropriate decisions in a timely manner that meets the needs of consumers, staff and organisation.
- Manages and provides assistance to others in prioritisation and completion of tasks.
- 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 focussed service commensurate with senior status and role.
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams

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:

- Directors of Nursing and Midwifery
- Divisional Director AGMS
- Clinical Service Director AGMS
- Operations Manager
- Heads of Unit - General Medicine
- Western@Home services
- Access team
- Medical staff
- Nurse Unit Managers
- Nursing staff
- Multidisciplinary team members
- Transit Lounges
- Emergency Departments

External:

- Various Community Services
- Consumers, Next of Kin or Enduring Power Attorney
- General Practitioners and broader Western Health Community Partners

Selection Criteria

Essential

- Current registration as a Registered Nurse with Nursing & Midwifery Board Australia
- Experience working in a senior clinical role (CNS, ANUM or above)
- Ability to work rotating roster across 7-day week.
- Demonstrated knowledge of discharge planning processes at Western Health
- Demonstrated clinical knowledge and experience managing General Medical patients.
- Experience facilitating and coordinating patient discharges at Western Health
- Demonstrated knowledge of Western@Home services and referral processes
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills

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- Demonstrated experience working effectively independently and also within a multidisciplinary team environment with minimal supervision
- Demonstrated time management, organisation and planning skills
- High level verbal and written communication skills
- Demonstrated competency using the EMR.
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite
- Demonstrated commitment to developing and improving personal education and skills appropriate to the position
- Demonstrated competency and knowledge to effectively deliver 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 Post Graduate Diploma in area of specialty
- Evidence of prior service delivery planning
- 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
- 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

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- 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:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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