

POSITION DESCRIPTION

Position Title:	Care Coordinator – Emergency Department (Frequent Presenter Portfolio)
Business Unit/Department:	Sub-Acute at Home
Division:	Western Health at Home
Award/Agreement:	Allied Health Professionals (Victoria Public Sector) (Single Interest Employers) Enterprise Agreement; Nurses & Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Occupational Therapist – Grade 2 Physiotherapist – Grade 2 Social Worker – Grade 2; Registered Nurse – 4A (YW15)
Reports To:	Service Manager – ED Care Coordination, Rapid Allied Health and Psychology at Home teams; Operations Manager – Western Health at Home
Direct Reports:	Grade 1 Allied Health staff as delegated
Date Prepared/Updated:	8 July 2026

Position Purpose

The Emergency Department Care Coordination (EDCC) Team is a care coordination service working in the Emergency Departments at Western Health. The EDCC has two key functions including the provision of; Emergency Department Care Coordination (including allied health intervention) and the provision of allied health interventions for targeted patient groups that require a rapid response as part of our RAH (Rapid Allied Health) at home service.

The ED Care Coordination Team was 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 service primarily focuses on providing specialist and proactive management of patients who present with complex needs and risk factors including, but not limited to, substance use, homelessness, disability, family violence, and complex aged care issues. The Team utilise innovative solutions to resolve discharge barriers via community services to support patients to return home.

Care Coordination within the Emergency Department is delivered in a transdisciplinary model, with clinicians completing competencies in nursing, occupational therapy, physiotherapy and social work. The service focus is on preventing avoidable admissions, supporting ED medical and nursing time release, promoting behavioural change and optimising a patient's community management to avoid ED re-presentations, and early identification of complex patients who are for admission.

The ED Care Coordinator works clinically as a transdisciplinary care coordinator in the EDCC Team and will be required to work at Sunshine, Footscray and Williamstown Emergency Departments as rostered.

The Frequent Presenter Portfolio (FPP) leads the development of management plans for complex and frequent

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presenters across Western Health Emergency Departments. This patient cohort has complex medical, psychological and social needs, and requires a multidisciplinary, individualised and trauma-informed approach to care and are often at increased risk of iatrogenic harm. The coordinated and multidisciplinary approach taken to the development of management plans ensures that patients are getting a consistent approach that aligns with their ongoing health care and recovery journey. Management plans support clinical staff to provide more timely care and positively impact access and flow in WH emergency departments.

Management Plans also have a key role in supporting staff and patient safety. Many of the patients that have had management plans developed lived with complex mental health and or Neurodiversity. These patients can often display behaviours of concern when they are experiencing periods of distress, which can be why they have presented to the ED or be brought on by the ED environment. The FPP collaborates closely with internal and external stakeholders to understand a patient's triggers, communication styles, calming strategies to develop a plan to prevent and manage any behaviours of concern.

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 Division's 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

Safe & Effective Patient Care:

- Maintain accurate communication of appropriate patient information within the EDCC Team including the patient management system/s.
- Perform accurate and thorough risk screening for early identification of patients who require EDCC Team input
- Conduct an accurate and comprehensive transdisciplinary assessment of patients' current biopsychosocial situation.
- Consult and collaborate with ED 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 intervention to patients relevant to both discipline and more generic care coordination role to ensure safe, effective and timely discharges from ED.
- Provide discipline specific clinical assessment and interventions for community patients (Allied Health only) as part of the RAH (Rapid Allied Health service)
- Hold accountability for own actions and seek guidance and support from appropriate colleagues or management when limited by own skills and experience.

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- Receive supervision from senior clinician / Service Manager, guided by individual work plan/learning goals.
- Demonstrate an understanding of quality improvement and accreditation processes.
- Supporting the Frequent Presenter Portfolio: Development and reviewing of ED Management plans

People & Culture:

- Actively promote the EDCC and RAH 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 & Partnerships:

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

Research & Learning:

- Act as a key resource within teams, relating to areas of expertise.
- Maintain clinical professional development as outlined in the Allied Health and Care Coordination Workforce Clinical Portfolio.
- Undertake a teaching role as necessary internally and externally to Western Health at Home

Self Sufficiency & Sustainability:

- Complete documentation and data collection within program guidelines.
- Maintain appropriate levels of patient contacts and caseload to optimise service delivery for Community Services.
- Ensure all statistics are entered in a timely manner and errors are corrected within 5 days.
- Assist in the development of future care coordination workforce through supervision of students and rotating grade one AH staff 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:

- Service Manager- ED Care Coordination, Rapid Allied Health at Psychology at Home Teams
- ED Care Coordination and Rapid Allied Health team members
- Operations Managers- Western Health at Home Division
- Director Western Health at Home Division
- Western Health at Home staff
- Medical, Nursing and Allied Health staff at Western Health
- Frequent Presenter Portfolio Leads (EDCC, Medical, Pharmacy, Psychiatry, Nursing)
- Emergency Department Medical Directors/Deputy Directors
- Nurse Unit Managers
- Mental Health and Wellbeing Service – Enhanced Treatment Plan Lead
- Best Experience Liaison Officers
- Allied Health Managers
- Access Managers
- SNAP staff

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External:

- Patients and their family/carers
- Key community organisations
- Community Based Service Providers (including GP's, Bolton Clarke, Community Health Services, Ambulance Victoria, Brokered Service Providers, Aged Care Facilities).
- Other Acute Health Services
- Universities
- Professional Bodies

Selection Criteria**Essential:**

- Tertiary qualification and eligible for registration with AHPRA.
- Minimum of 3 years clinical experience in public health.
- Relevant acute and community related experience.
- 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 Information Technology and Digital Health systems including Electronic Medical Records, Microsoft office software and patient management systems.
- Quality improvement/research/evaluation experience and/or qualifications.
- Demonstrated understanding of the Australian 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.
- 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023

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- 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.

General Information

- Redeployment to other services 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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