

## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Emergency Department Care Coordinator
<b>Business Unit/Department:</b>	Operations
<b>Division:</b>	Western Health at Home
<b>Award/Agreement:</b>	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement; Nurses & Midwives (Victorian Public Health Sector) Single Interest Employers Agreement
<b>Classification:</b>	<i>Occupational Therapist:</i> Grade 3 – Year 1 to Year 4 (VG3 to VG6) <i>Physiotherapist:</i> Grade 3 – Year 1 to Year 4 (VB7 to VC1) <i>Social Worker:</i> Grade 3 – Year 1 to Year 4 (SC321 to SC34); <i>Registered Nurse:</i> Grade 4B – Year 1/Community Health Nurse (In-Charge) (ZA1)
<b>Reports To:</b>	Service Manager – ED Care Coordination, Rapid Allied Health, & Psychology at Home; Operations Manager – Western Health at Home; Discipline Manager – Professional
<b>Direct Reports:</b>	Delegated Grade 2 ED Care Coordinators in area of profession
<b>Date Prepared/Updated:</b>	5 December 2025

### Position Purpose

The Emergency Department Care Coordination team (EDCC) is a care coordination service working in the Emergency Departments at Western Health. The EDCC team 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.

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 Senior EDCC works clinically as a transdisciplinary care coordinator in the team and is responsible for the professional supervision of their discipline within the team. The Senior Care Coordinator works as a clinical lead for their discipline in the EDCC Team and within Western Health at Home and forms part of the Senior Clinical Leadership Group for the EDCC service.

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## 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, 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 and Effective Patient Care:

- Consult and collaborate with ED staff, patients' families and community service to plan for discharge.
- Perform an accurate and thorough risk screening for early identification of patients requiring EDCC input.
- Conduct an accurate and thorough transdisciplinary assessment of patients' current physical function and biopsychosocial situation including through mobility and transfer assessments.
- Develop and monitor appropriate care plans to facilitate safe discharges.
- Maintain accurate communication of appropriate patient information within the EDCC Team including the patient management system/s.
- 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 Rapid Allied Health clients, if professionally relevant
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience.
- Identify opportunities for more effective service delivery and collaborate with stakeholders to implement strategies to address these.
- Demonstrate extensive, evidence-based specialist knowledge, clinical reasoning and competencies to lead and enhance patient care in area of discipline specific practice.
- Demonstrate an advanced understanding of quality improvement and accreditation processes.
- Ensure services are delivered within the context of departmental, allied health and strategic plans.
- In conjunction with Service Manager ensure staff are appropriately directed and supported to deliver high quality client centred care in line with the "Best Care" Framework
- Lead and deliver high quality person centred inter-professional care in line with the "Best Care" framework.

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- Provide and support others in the provision of evidence based clinical services using a person-centred approach.
- Demonstrate capacity to develop and implement methods to ensure that staff in the area of responsibility have an appropriate, measurable level of competence.
- Ensure the application and maintenance of clinical standards in areas of delegated responsibility.
- Demonstrate highly developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload.
- In conjunction with Service Manager contribute to the development and implementation of processes to facilitate effective consumer participation and ensure that appropriate responses are provided to customer feedback and complaints.
- In conjunction with the Service Manager lead planning for clinical services for the team.
- In conjunction with the Service Manager support staff to meet service targets/goals.

#### **People and Culture:**

- Provide leadership which promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged.
- In conjunction with the Service Manager actively work towards service integration and streamlined patient journeys.
- In conjunction with the Service Manager ensure appropriate orientation of new staff.
- Demonstrate high level open and effective communication (verbal, nonverbal, written and electronic) with consumers, other staff and service providers.
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Contribute to performance development reviews for staff, students and AHA's as appropriate.
- Demonstrate flexibility/responsiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities and appropriately delegates as necessary.
- Act in a lead capacity for the EDCC when required (including for projects, initiatives, supervision, case conferences and review meetings).
- Provide a leadership role in the program and contribute to the strategic directions of service development in EDCC and the Western Health at Home more broadly.
- Promote effective workplace relations and teamwork through establishing a culture of peer value, respect and professional conduct and effective communication between clinicians and management.
- Model appropriate behaviours in all areas of practice including punctuality, time management and appropriate dress.
- Facilitate debriefing of staff as required.
- Act as a key resource person within teams, relating to area(s) of expertise and be active in problem solving, negotiation and conflict management.
- Actively promote an understanding of the EDCC role within the organisation and to external networks.

#### **Community and Partnerships:**

- Participate and represent the EDCC Team and Western Health at Home in consultation with Service Manager at relevant committees, working groups and meetings as requested.
- Lead the provision of information and education about the service and professional role within the service.
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings.
- Demonstrate a leading role within the discipline profession and associated peak bodies.

#### **Research and Learning:**

- Assist in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential.
- Assist in fostering and developing research opportunities across the service.
- Support and contribute to the mentoring of others.
- Ensure resource information on local health issues are current, accessible and coordinated.
- Demonstrate leadership in the training and development of staff.

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- Oversee staff training and orientation regarding activity statistic recording in line with current policies and procedures relating to the EDCC Team and within Western Health at Home.
- Maintain clinical professional development as outlined in the Allied Health and Western Health at Home Continuing Professional Development Procedure and document in a clinical portfolio.
- When requested lead and participate in the development, organisation and delivery of education programs for Western Health staff, external service providers and the community.
- Present at internal and external forums to enhance personal knowledge and professional development.
- Lead service development and evaluation through quality improvement activities or research projects where appropriate.

#### **Self-sufficiency and Sustainability:**

- Assist in writing procedures, competencies and guidelines as required for the ongoing development of the program, and support relevant staff to complete these tasks.
- Assist in meeting reporting requirements relating to the service; including maintaining appropriate levels of client contacts.
- Ensure that service/program outcomes are achieved through appropriate client management and pathways.
- When requested assist in the process of recruitment, selection and retention of staff to meet client and service needs.
- Ensure that workload statistics, and other required information, is entered and reported as directed, and on time by self and staff in area of responsibility.
- Ensure all data errors are responded to within 5 working days.
- Perform other duties as directed by the Operations and Service Manager.

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, and Psychology at Home.
- Operations Manager – Western Health at Home Division
- Service Managers- Western Health at Home Division
- Emergency Department leadership group and staff
- EDCC and IP Staff
- Allied Health Staff and Managers including Physiotherapy, Occupational Therapy, Social Workers
- Medical Staff
- Director of Western Health at Home
- Director of Allied Health

#### **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:**

- Registration with AHPRA and/or eligible to practice as an Occupational Therapist/Physiotherapist/Social Worker/Registered Nurse
- Appropriate tertiary qualification in relevant profession and eligible for discipline specific registration.
- Minimum of 7 years clinical experience in relevant setting including acute and community and

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working in multi-disciplinary teams.

- Extensive experience in assessment of people with complex needs, discharge planning, case conference and care planning.
- Demonstrated highly effective leadership skills including conflict resolution and creativity in problem solving.
- Demonstrated ability to identify and respond effectively to the cultural values and beliefs of patients.
- Demonstrated skills in Microsoft office software and patient management systems.
- Quality improvement/research/evaluation experience and/or qualifications and commitment to continued professional development.
- Demonstrated understanding of the Australian Health system, primary health care and referral pathways for target client group/s.
- Excellent communication skills and interpersonal skills.
- Holds a current full driver's licence.
- Experience in supervising staff.

**Desirable:**

- Relevant postgraduate qualification or be working towards same.
- Membership in relevant professional groups.

**Desirable Personal Attributes:**

- Self-motivated
- Broad systems and innovative thinking
- Ability to influence others
- Mindful observation
- Timely informed decision making
- Collaborative approach
- Confidence in own ability
- Embraces self-growth and continual learning
- Adaptable, flexible and persistent as required
- Effective delegator
- Resilience

**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

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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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