

Position Description

Position Title:	Clinical Coordinator – Chronic Pain Clinic
Reports to:	Operations Manager HIP Specialist Clinics
Department:	Chronic Pain Clinic
Directorate:	Community Care and Mental Health
Cost centre:	F0602
Code & classification:	Community Health Nurse In-Charge (ZA1), Occupational Therapist Grade 3 (AH18), Physiotherapist Grade 3 (AH22), Exercise Physiologist Grade 3 (AH12), Dietitian Grade 3 (AK1-AK4), Social Worker Grade 3 (AH27).
Employment conditions:	Allied Health professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 and its successors, or Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 and its successors, Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2017 - 2021 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The CPC provides clinical assessment and where indicated, provision of treatment on a time-limited basis, for clients experiencing prolonged pain and moderate disability and for those who have entrenched chronic pain and high levels of disability. The aim is to reduce the risk of long-term disability, enable clients to gain an improved ability to self-manage their condition and develop strong links to support continuing management in a primary care setting following discharge from a specialist service.

The Coordinator of the Chronic Pain Clinic (CPC) works in partnership with the relevant department managers for the efficient and effective leadership of the Chronic Pain Clinic ensuring clinical leadership, risk minimisation and the continual monitoring of client care, quality improvement and service development activities. The Coordinator, in providing inter-professional team leadership and service coordination, will maintain a relevant clinical case load within the CPC.

The Chronic Pain Clinic Coordinator will:

- Be responsible for the planning and coordination of the chronic pain service in the subacute ambulatory setting and as such, will provide clinical leadership to the pain team in this setting, to ensure the delivery of high-quality services.
- Liaise closely with the Health Independence Programs (HIP) at GV Health which includes Subacute Ambulatory Care Services (SACS), Hospital Admission Risk Program (HARP), Post-Acute Care (PAC) and Residential In-Reach (RIR).

- Enhance and support GV Health's commitment to developing regional subacute services in line with Victoria's subacute planning framework.
- Assist in raising the profile of GV Health as a Level 4 regional public health service in the Hume Region

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

In collaboration with the Manager of the HIP Specialist Clinics the CPC Coordinator will:

- Coordinate and lead the activity and deliverables of the chronic pain clinic in this setting.
- Actively participate in organisational projects, and regional and state-wide initiatives and ensure alignment with Level 4 service provider priorities.
- Ensure the Chronic Pain Clinic within the broader context of the Health Independence Programs achieves service targets through regular monitoring including result analysis and variance reporting.
- Provide advice on matters that impact on chronic pain service planning and development through regular meetings and forums.
- Promote positive and effective learning experiences through the identification of staff education and development needs to ensure an effective workforce.
- Ensure effective open channels of communication with the interdisciplinary health care team and relevant stakeholders.
- Lead the development and implementation of the Annual Operation Plan and Annual Quality Plans to ensure risks are managed improvement objectives are met.
- Lead/develop and implement governance projects/quality committees and activities as required.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) in the relevant discipline (if applicable).
- For non-AHPRA registered disciplines, eligibility for membership or relevant professional peak body must be demonstrated and maintained in accordance with GV Health credentialing procedures.

Essential:

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Broad post graduate clinical experience in the area of assessment & management of people experiencing chronic pain.
- Previous experience in program coordination and clinical leadership.
- Demonstrated knowledge and understanding of chronic pain service delivery across the health sector, including the acute to community care interface.
- Well-developed understanding of an evidence-based approach to person-centred care in the area of pain management.

- The ability to work collaboratively as an individual practitioner within an interdisciplinary team environment including the ability to initiate and maintain effective professional relationships.
- Excellent interpersonal, written & verbal communication skills including problem solving ability & computer literacy.

Desirable:

- Post-graduate qualifications in relevant area of speciality and /or expert knowledge regarding the management of clients with chronic pain.
- Knowledge of delivering services to people from diverse backgrounds including culturally and linguistically diverse and Aboriginal and Torres Strait Islander communities.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Undertake evaluation of and research into CPC service to ensure best practice and identify any gaps within the service system.
- Attend the quarterly state-wide CPC coordinator meetings.
- Submit data as required for collation of program indicators and compliance with GV Health's monthly, quarterly and annual reporting requirements.
- The department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability.
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures.
- 80% attendance and active participation at committees, working groups and meetings.
- Rostering is completed in accordance with the relevant Enterprise Agreement requirements.
- Registration is maintained and working within scope of practice.

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;

- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care and Mental Health	Operations Manager HIP Specialist Clinics
Reviewed by:	Angela Burns
Issue Date:	March 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)