

Position Description

Position Title:	Clinical Care Coordinator
Reports to:	Ambulatory Aged Care Programs Manager
Department:	Ambulatory Aged Care Programs (AACP)
Directorate:	Community Care and Mental Health
Cost centre:	F8506
Code & classification:	HITH/PAC Nurse Level 1 (YU15), Speech Pathologist Grade 2 (VW1-VW4), Physiotherapist Grade 2 (VB1-VB4), Occupational Therapist Grade 2 (VF6-VF9), Dietitian Grade 2 (AJ1-AJ4), Social Worker Grade 2 (SC21-SC24)
Employment conditions:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024 or Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2026 or Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 - 2025 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

Ambulatory Aged Care Programs (AACP) consist of 3 programs: Transition Care Program (TCP), Restorative Care Program (REST) and GEM In The Home (GITH).

“The Transition Care Program provides short term support and active management for older people at the interface of the acute/sub-acute and residential aged care sectors. It is goal oriented, time limited and targets older people at the conclusion of a hospital episode who require more time and support in a nonhospital environment to complete their restorative process, optimise their functional capacity and finalise and access their longer-term care arrangements”.

Restorative Care Program provides the same support and management as TCP; the clients in Restorative care are inpatients of GV Health while on this program. They can be younger clients (50+) and do not require an ACAS assessment to access the program.

GEM in The Home service is part of the suite of services provided through Sub – acute Ambulatory Care Services (SACS) funding stream. SACS services are person focused and operate within an integrated service delivery model utilising interdisciplinary team-based care with an emphasis on flexible service delivery in a range of care settings. The aim is to improve and maintain a person’s functional capacity and maximise their independence.

The AACCP Care Coordinator position provides care coordination, advocacy and support for clients of AACCP and their caregivers in the West Hume Region.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Provide a high-quality Care Coordination/Case Management service to internal AACCP customers and consumers that reflect best practice and adds value to GV Health.
- Function as an effective member of the multidisciplinary team, promoting and maintaining a professional relationship with all staff towards the goal of optimum client outcomes across the care continuum.
- Assist GV health in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Work safely and effectively both independently and as part of a multi-disciplinary team.
- Complete efficient, client-centred assessment and admission process for potential AACCP clients within all AACCP eligibility and prioritisation criteria.
- Assess levels of self-management capacity and work with clients to identify and achieve self-management objectives.
- Conduct care planning within a person-centred framework which incorporates the active involvement of client's decisions regarding their care and management.
- Coordinate and accept responsibility for implementation of referrals to support achievement of the care plan, including liaison with the Allied Health Team and relevant others.
- Provide effective monitoring and review of client care and treatment through regular client contact and ongoing communication with all relevant parties.
- Provide information, support and education to ensure clients and carers participation in fully informed decision-making processes.
- Implement care plans and the ongoing assessment of the clinical needs of residential and community-based clients and implementation of appropriate interventions as required.
- Facilitate exit planning through case closure with clients and their care givers.
- Identify and organise opportunities for better access to services and community connectedness for clients recruited to the program.
- Provide client and care giver information sessions and family meetings.
- Advocate for clients, their families and significant others with internal and external service providers, with respect for the dignity of the individual.
- Prepare reports as required for direct line manager, Divisional Operations Director and Department of Human Services.
- Maintain data collection and reporting requirements.
- Other duties as requested by the Manager, AACCP.
- Take an active interest in professional development of self-skills and knowledge, and maintain professional skills to acceptable level.
- Maintain membership of relevant professional groups / organisations.

KEY SELECTION CRITERIA

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

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

Essential:

- Minimum of three years clinical experience and the ability to practice across acute, sub-acute aged care and community sectors.
- Demonstrated ability to case manage clients and coordinate services within a care coordination model.
- Demonstrated capacity to conduct comprehensive, person-centred assessments and develop and monitor individual goal-oriented care plans to best meet client needs within service and organisational requirements, including budget and regulatory requirements
- The ability to work collaboratively as an individual practitioner within an interdisciplinary team environment including the ability to initiate and maintain effective relationships.
- Well-developed understanding and experience of allied health and nursing practice delivered in the rural setting, particularly within a regionally integrated service delivery model.
- Excellent interpersonal, written and verbal communication skills, including computer literacy.

Desirable:

- Experience in gerontology, community health or rehabilitation would be an advantage.
- Experience working with frail older people, people with disabilities and their carers, and people living in rural and / or culturally diverse communities.
- An ability to liaise with a broad range of regional service providers

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;
- Contribution to AACP achieving service performance, quality and safety targets
- Contribution to AACP Continuous Improvement Plan
- Active participation in all meetings required as part of the role, inclusive of but not limited to, case conferences, team meetings, family meetings, care planning meetings.

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

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;
- Develop and maintain collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distressed, 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**Clinical Care Coordinator – Ambulatory Aged Care Programs**

Reviewed by:

Manager Ambulatory Aged Care Program

Issue Date:

November 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](#)