

Position Description

Position Title:	Clinical Coordinator – Home Nursing Services
Reports to:	Director of Nursing (DON)/Manager Waranga Health
Department:	Waranga Health
Directorate:	Clinical Operations
Cost centre:	J5006
Code & classification:	Grade 4A, Year 1 – 2 (YY4-YY5)
Employment conditions:	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Enterprise Agreement 2024-2028 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 District Nursing (Waranga) Clinical Coordinator works in a leadership role, ensuring the timely care planning to enable the delivery of professional, holistic and high-quality nursing care within a domiciliary setting, in accordance with the appropriate program guidelines. The role also has a focus on supervision, delegation and direction of nursing staff, and the evaluation of care delivery and care coordination.

The Clinical Coordinator has professional accountability to work closely with the Waranga Health Director of Nursing (DON)/Manager Waranga Health, and will accept the responsibility for the clinical and corporate coordination of the unit in the absence of the DON/Manager, along with developing and reviewing Department of Health and Human Services (DHHS) diversity and reablement planning.

The Clinical Coordinator works closely in monitoring and delivering District Nursing multiple funding streams including, but not restricted to, Commonwealth home Support Program (CHSP), Home and Community Care Program for Younger People (HACC PYP), Department of Veteran Affairs, Post-Acute Care and Hospital in the Home (HITH).

The role includes; involvement in nursing staff orientation, maintaining education/skills training for clinical staff, District Nursing rostering, working with management in developing and reviewing Department of Health and Human Services (DHHS) diversity and reablement planning, and contributing to the Loddon Mallee Primary Care Partnerships (PCP) requirements as directed.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Implement, review and monitor DNS clinical intake systems and processes.
- Receive, triage and screen referrals.

- Assist with the Intake, assessment, management revision and timely discharge of clients
- Undertake initial needs identifications (INI's) taking a holistic view of consumers' needs and considering reablement, restorative and wellness approaches.
- Collect information to accurately assess priority levels, dependent on consumer level of need.
- Collect required minimum data set information.
- Allocate new referrals to clinicians ensuring appropriate workloads and throughputs.
- Re-direct referrals to more appropriate services, as required and initiate further referrals as identified.
- Ensure effective open channels of communication with other health care team consumers and relevant stakeholders/referral sources.
- Provide feedback as required to service providers/referral sources.
- Undertake safe home visiting risk assessments and determination of consumer fee levels.
- Provide support and advice to consumers to assist with general enquiries e.g. waiting times.
- Book consumer appointments and co-ordinate required resources e.g. vehicle bookings
- Undertake a key role in managing the My Aged Care referral systems and processes.
- Utilise client management systems /waiting list databases and referral systems.
- Monitor service demand and waiting lists if in place.
- Assist in providing education and guidance for community and other organisations regarding appropriate referrals
- Represent the DNS at organisational and regional meetings.
- Undertake audits, service evaluation, and quality improvement and accreditation activities.
- Provides supervision of clinical care provided by all nursing staff and students in the clinical area.
- Maintain a culturally sensitive approach to the planning, delivery and evaluation of services and programs to ensure they are appropriate and relevant to all culturally and linguistically diverse (CALD) groups in the community.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards.
- Deliver District Nursing Services in accordance with the appropriate program guidelines.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Assist Waranga Health Management in selection and recruitment of District Nursing staff
- Participate in committees and working parties as requested.

KEY SELECTION CRITERIA

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

- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse

Essential:

- Broad post graduate clinical experience with a minimum 5 years nursing experience in either acute, residential or primary health care setting
- Demonstrated ability in working collaboratively with multidisciplinary health professionals in the delivery, coordination of primary and acute health care

- Proven ability to incorporate data collection, information management, confidentiality, quality improvement activities and validated research in rural health care setting
- Demonstrated clinical leadership, experience and knowledge related to health care
- Self-motivated with high level of communication and time management skills
- Working knowledge of patient management and information systems
- Well-developed understanding of an evidence-based approach to person centred care

Desirable:

- Preferred prior experience working at Clinical Coordinator or Associate Nurse Unit Manager level
- Knowledge of government policy relating to Community Services and Primary Care Partnerships
- Experience in development of policies and protocols.
- Post Graduate Qualifications in Nursing

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful achievement of:**

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Professional Registration with the Nursing and Midwifery Board of Australia
- Utilisation of service co-ordination policies and quality improvement activities
- Evaluation of DNS clinical intake systems and process and address any gaps within the service system
- Adhere to the Nursing and Midwifery Australian Health Professionals Registry Agency Code of Ethics and Practice Standards.
- Work collaboratively to meet program targets and monitor compliance with same
- Actively develop strategies with other team members to ensure targets are met in a timely manner
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework and DNS training and education requirements
- 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

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

- 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 and maintain all 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;
- Comply with requirements of the 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 Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children’s Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.

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 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.

Clinical Operations	Clinical Coordinator – Home Nursing Services
Reviewed by:	Director of Nursing - Waranga
Issue Date:	June 2026

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](#)