

Role Description

POSITION:	Primary Care Coordinator	PD No:	
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Purpose:

The primary focus of this position is to provide leadership and support for the work of the primary care team. The Coordinator is responsible for ensuring the provision of high quality primary care services in keeping with principles of client centred collaborative care. The position will be responsible for facilitating operational management of services, developing integrated working and partnerships, ensure quality service delivery, continuation of accreditation status, risk management and ongoing development of services across the sector. The Primary Care Coordinator directs supervision for the primary care staff team: currently comprised of, Allied Health, Allied Health Assistants, Intake Officer, Chronic Disease program, Health Promotion,

Key Selection Criteria:**Mandatory Qualifications:**

1. Professional qualification in either allied health or nursing discipline
2. Experience in managing budgets and other finance tools.
3. Experience in staff management
4. Experience in quality and risk management systems and reporting
5. Current professional registration with the Australian Health Practitioners Registration Agency (AHPRA) or other relevant body entitling practice in Victoria
6. Demonstrated change management skills and experience.
7. Current Drivers Licence.
8. Influenza Immunisation annually (Exemption will only be accepted with a letter from your General Practitioner).

Desirable:

1. Diploma of Business or Tertiary qualifications in management and/or, community services.
2. Intermediate level ICT skills.

Conditions of employment: As per relevant enterprise agreement

Responsible to: Chief Executive Officer / Director of Nursing

Main responsibilities:

- Participates in operational planning process and implements strategies relevant to the departments within defined timeframes.
- Responsible for the efficient and effective management of material and fiscal resources for the department according to the budget and delegated authority, in consultation with the CEO/DON.
- To ensure all clinical activity and financial information is tracked and reported monthly and key financial KPI's are maintained.
- Monitors the safety of staff, residents/clients and visitors, and initiates action to eliminate/reduce the associated identified risks.
- Ensures rights and responsibilities, of the clients are upheld, follows up concerns raised by clients or their families and plans ongoing reviews with the family of the care provided.
- Coordinates professional care practice for the department including assessment, care planning, the delivery of person centred client care according to individual care plans and documented policies and procedures and the review/evaluation of the effectiveness of strategies/interventions.
- Actively participates, and in conjunction with the Management Team, facilitates Quality processes as they relate to quality and accreditation processes.
- Conducts quality improvement activities relevant to the department and reports the outcomes including the follow up of incidents reported on VHIMS Central, related to the unit, trend analysis, practice reviews, product evaluation and internal assessments and participation in benchmarking exercises
- Represents Indigo North Health at various external meetings/forums.

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Reporting requirements:

- Monitor budget allocations and addresses budget discrepancies.
- Completion of Maintenance / Hazard Identification immediately upon the discovery of an unsafe environment or unsafe equipment.
- Completion of Incident Reporting immediately following an incident and provide appropriate follow up.
- Completion of procedure/work practice review.
- Completion of monthly reporting of KPI’s and reporting to Victorian Department of Health or Commonwealth government and in accordance with organisational requirements.

Operational requirements:

- The role will on a weekly basis undertake 10 hours in the role of Primary Care Coordinator.

Performance appraisal: at 6 months, then annually and as requested by the line manager

Key Internal Relationships:

- CEO/DON
- Director of Corporate and Finance
- Director of Operations
- Clinical Services Manager
- Line Management Supervisors (Environmental, Maintenance)
- Student Placement Coordinator
- Infection Prevention Control Lead

Key External Relationships:

- General Practitioners and Medical Centres
- Allied Health Professionals
- External Funding Bodies, such as PHN
- Regional and Sub Regional Health Services

Key Results Areas (KRAs) and performance criteria

1. CONDUCT

- 1.1 Demonstrates a high standard of personal appearance and conduct, that is: clean, neat, tidy, punctual, and respectful language and manner toward customers, visitors and to other care staff.
- 1.2 Demonstrates a flexible, and enthusiastic attitude toward undertaking a variety of tasks with a team approach
- 1.3 Ensures privacy and dignity to clients in all aspects of care and service.
- 1.4 Ensures care staff adhere to the INH Code of Conduct and standards of professional practice.

2. HEALTH & SAFETY

- 2.1 Monitors and Implements the risk management program and contributes to a safe work environment for self, other staff, and volunteers; and a safe service environment for consumers and visitors.
- 2.2 Reports immediately, any equipment or situation which has the potential to cause harm.
- 2.3 Completes an Incident Form, via VHIMS Central, for an event or situation that; resulted, or could have resulted, in harm to a consumer, staff member or visitor; or a complaint, loss or damage.
- 2.4 Participates in problem solving processes to resolve health and safety issues.
- 2.5 Implements SIRS and Restrictive Practice procedures.
- 2.6 Demonstrates a thorough understanding of all types of elder abuse, the appropriate action to take and the reporting requirements according to the role.

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3. QUALITY IMPROVEMENT

- 3.1 Provides safe, quality care/service as a priority in your everyday work.
- 3.2 Provides competent care/service in accordance with the organisation’s documented policies and procedures, and legislative requirements relevant to the role.
- 3.3 Encourages and supports consumers to provide feedback and to make complaints, including completing an Improvement Form on their behalf according to their wishes.
- 3.4 Actively participates in team meetings and quality improvement activities to improve the quality and safety of the care and services provided.

4. KNOWLEDGE & SKILLS

- 4.1 Maintains own knowledge and skills for safe care/services by completing annual mandatory training and competency assessments related to the role; participating in and provides ongoing education sessions, and; reading communication boards, newsletters and memos.
- 4.2 Annual training objectives are completed following performance appraisal to ensure you have the right skills and knowledge to perform your role.
- 4.3 Participates in relevant professional and network groups (recommendation only).

5.0 SAFE & EFFECTIVE CONSUMER-CENTRED CARE

- 5.1 Promotes positive clinical and personal care workforce relations resulting from effective workforce engagement and support and the creation of a culture of safety that empowers staff to speak up and raise concerns and to work together to seek solutions for consumer safety concerns.

6.0 RISK MANAGEMENT

- 6.1 Utilises systems and processes that are in place for relevant regulatory compliance including but not limited to; the Drugs, Poisons and Controlled Substances Regulations, the clinical and personal care workforce practising within their scope of practice, Health and Safety legislation, National Infection Prevention and Control Guidelines, compliance to the Quality of Care Principles –the Accountability Principles for compulsory reporting of elder abuse and unexplained absences, Privacy legislation and legal documentation requirements.

7.0 COMPLEX RESOURCE MANAGEMENT

- 7.1 Maintains staffing levels according to the staffing requirements.
- 7.2 Implements, monitors and evaluates staff performance management including, coaching and 3 month and annual staff appraisals.
- 7.3 Coaches and supports staff to complete allocated and delegated tasks on a shift by shift basis.

8.0 INFECTION PREVENTION & CONTROL (IPC)

- 8.1 Follows the organisations Infection Prevention and Control, policies, procedures and Work Practices.
- 8.2 Participates in the annual immunisation program, on an annual basis.
- 8.3 Reports any infection control issues in accordance with organisational procedures.
- 8.4 The annual Staff Development Program includes mandatory training and competencies for hand hygiene, standards and transmission-based precautions including; outbreak management. The Home Care Coordinator must complete these competencies on an annual basis.
- 8.5 Maintains knowledge of the Outbreak Management procedures.

9.0 QUALITY PROGRAM

- 9.1 Participates in the organisational quality program.
- 9.2 Initiates and implements Policy, Procedure and Work Practice review.

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Physical Demand Analysis	Type of Work: A = Administrative C = Care S = Services	
	Frequency: Continuous (C) = 75% to 100% of the shift Frequent (F) = 25% to 75% of the shift Infrequent (I) = 0% to 25% of the shift Note: Assistive technology will be considered on an individual basis.	
Physical demand	Frequen cy for type of work	Description
	C	
Standing and Walking	F	Standing and walking are major requirements for carrying out tasks and are required for movement around the facility. The ability to fully use both legs on variable surfaces is required.
Sitting	C	Sitting is required when carrying out documentation or administrative tasks.
Climbing	I	Climbing is required to go up and down stairs and steps. Requires body agility and the ability to use both legs and feet and hands/arms to use hand rails. A lift is available to move from one floor to another.
Balancing	C	Balancing is required to maintain body steadiness to prevent falling when walking, standing, crouching and/or lifting whilst carrying out task requirements.
Lifting and carrying	I	Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. The ability to fully use both arms and hands is required.
Pushing and Pulling	I	Pushing and pulling objects around the facility including but not limited to trolleys, wheeled chairs and manual handling equipment.
Bending & Crouching	I	Bending at waist level whilst carrying out tasks is required. Ability to crouch to floor level when required.
Kneeling	I	Kneeling can be required whilst carrying out tasks.
Reaching & stretching	F	Reaching and stretching is required in carrying out tasks, and in the movement of objects within the facility.
Twisting	F	Twisting may be required in carrying out tasks. The ability to reach in all directions and to twist at the waist is required.
Grasping/ Finger Movement	F	Grasping and fine finger movement is required to hold objects. The ability to do repetitive motions with hands, wrists and fingers is required.
Handling and Feeling	C	Finger dexterity and hand-eye coordination, along with full hand and wrist movement is required. The ability to distinguish the features of objects by touch, particularly with the fingertips is required.
Talking & Communicating	C	Talking and communicating is required to carry out tasks. An excellent understanding of the English language and the ability to communicate effectively is required.
Hearing	C	Hearing and the ability to interpret what is being heard is required to carry out tasks. Ability to maintain hearing acuity, with correction, if required.
Vision	C	Vision and ability to recognise objects to determine depth perception, to discriminate between colours and read documents is required to carry out tasks. Ability to maintain 20/40 vision using correction, if required.
Smelling	F	Ability to distinguish odours and identify hazards is required when carrying out tasks.
Repetitive Motions	I	Repetitive motions of the wrists, hands or fingers are required when carrying out tasks.

I(Please Print) have read and understand the Position Description requirements including the Physical Demands and agree that I have the capacity to do this position. I agree to follow the requirements set out in the position description and understand that the information provided is a general outline and may not include every aspect of the position.

Signature: _____ **Date:** _____