

<b>Position Title:</b>	Better@Home Coordinator
<b>Classification:</b>	CAPR 3.1
<b>Reports To:</b>	Better@Home NUM / Operations Director Acute Clinical Services
<b>Department:</b>	Better@Home
<b>Award / Enterprise Agreement:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 (or Successor)

## About Bass Coast Health

Bass Coast Health is the major public healthcare provider within the Bass Coast Shire in South Gippsland. The service has provided quality service and care for residents of the Bass Coast Shire for over 100 years. It is an integrated Health Service providing Emergency services as well as Acute Medical and Surgical, Sub-acute and Residential inpatient beds along with an extensive array of Community and Primary care services. Services are provided also from a number of other sites including Wonthaggi, San Remo and Cowes.

The service is committed to working in partnership with its consumers, its community, and with other health services and all levels of government.

Bass Coast Health celebrates and supports the diverse life experiences and perspectives of everyone in our community, including, consumers, volunteers and staff - regardless of gender, sexual orientation, age, race, disability or religious belief.

As a Child Safe organisation, Bass Coast Health promotes the safety, wellbeing and inclusion of all children, including those with disability.

Bass Coast Health is a Smoke Free Organisation.

### Our Mission:

Delivering person-centred care to improve health, wellbeing, care experience and health outcomes, with our community.

### Our Vision:

Excellence in Care

### Our Values:

- Well-being
- Compassion
- Respect
- Equity
- Accountability
- Excellence

**Our Strategic Goals:**

<b>Safety and Quality</b>	<b>Service Growth and Development</b>	<b>People</b>	<b>Partnerships and Collaboration</b>	<b>Financial Health</b>
We will deliver safe, high quality, person-centred care.	We will grow service capacity and capability to deliver more care locally.	We will enable a skilled, resilient workforce that is highly valued and supported	We will nurture genuine partnerships focused on shared outcomes and inclusiveness.	We will provide strong financial governance that improves viability and sustainability.

**Position Summary**

The Better@home coordinator is responsible for the promotion and operation of the GEM@Home program. This includes the day-to-day coordination and care of patients within the GEM@Home program. The role identifies, recruits and manages patients on the program.

**Key Result Areas****Key Selection Criteria****MANDATORY:**

- Entitlement to work within Australia
- A Police Check that is current and within 12 months of the issue date
- Provision of valid Working with Children Check
- Provision of an NDIS Worker Screening Check
- Seasonal influenza vaccination of healthcare workers in accordance with Secretary, Department of Health Directions
- Registered Nurse (RN) holding registration to practice with NMBA
- Significant clinical acute care experience
- Experience working in a GEM@Home Program/Better@Home Program
- Knowledge of funding and reporting requirements pertaining to Better@Home
- Ability to work autonomously

**DESIRABLE:**

- Post-graduate qualification in a clinical speciality
- FIM credentialled
- Strong inter-personal skills
- Demonstrated leadership skills
- Current certification in ALS, CVAD
- Experience in complex wound care
- Advanced assessment skills

- Male catheterisation skills

## Health Service Objectives

Strategic Goal	Objectives
<b>Safety and Quality</b>	<ul style="list-style-type: none"> <li>• Optimise safety, quality, clinical governance and clinical risk systems and processes</li> <li>• Deliver person and family centred care that optimises user experience</li> <li>• Be agile and responsive to external risks and events that impact on safety and quality, including the COVID-19 pandemic.</li> <li>• Embrace digital health, and utilise data to improve outcomes</li> </ul> <p><b>Local Objectives</b></p> <ul style="list-style-type: none"> <li>• Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.</li> <li>• Maintain data quality and manage all information in accordance with legislation, standards, policies and procedures.</li> <li>• Conduct and/or facilitate auditing of practice to optimise standards of care delivery.</li> <li>• Work collaboratively with the inter-disciplinary team to lead and support quality improvement, risk management and research initiatives, actively identifying areas for service improvement to promote innovation and use of evidence-based practice to facilitate optimal patient outcomes within the program.</li> <li>• Fosters the reputation of Bass Coast Health; takes ownership and personal accountability; demonstrates a commitment to and pride in work; attends and is available and punctual; applies appropriate priorities; and manages time effectively including the setting and meeting of deadlines.</li> </ul>
<b>Service Growth and Development</b>	<ul style="list-style-type: none"> <li>• Expand existing services to meet service gaps and build local and sub-regional self-sufficiency.</li> <li>• Develop new services to meet service gaps and build local and sub-regional self-sufficiency.</li> <li>• Increase prevention opportunities to promote good health and wellness, prevent disease, and optimise chronic disease management.</li> </ul> <p><b>Local Objectives</b></p> <ul style="list-style-type: none"> <li>• Role model a person-centred approach to evidence based care and service planning, developing and maintaining a positive within the Better@home team.</li> <li>• Provide strong leadership to build and maintain a high functioning, high performing Better@home program through role modelling behaviours and attributes that support teamwork and enable clinicians to develop problem-solving and critical thinking skills, and</li> </ul>

	<p>to deal constructively with workplace conflict and/or performance issues.</p> <ul style="list-style-type: none"> <li>Coordinates the GEM@Home program to achieve the goals of the unit and agreed key performance indicators.</li> <li>Provides high standards of service delivery; provides service users with a positive perception of the program by establishing and building effective and respectful collegial client relationships; employs win/win negotiating skills to avoid conflict in the workplace and strives to understand the issues, motives and objectives of others to enhance cooperative workplace interactions; and voluntarily contributes to tasks that affect the performance of the whole organisation.</li> <li>Deliver a team approach to patient outcomes, working closely with all members of the multidisciplinary team (MDT) with regular MDT meetings to ensure a collaborative approach to patient care plans.</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>Enable a workplace culture that values teamwork and collaboration, and builds the reputation as a great place to work.</li> <li>Maintain and grow a skilled and competent workforce that harnesses individual strengths and passion.</li> <li>Deliver a working environment that optimises worker safety and wellbeing.</li> <li>Build a strong learning and development culture that cultivates research and inquiry.</li> </ul> <p><b>Local Objectives</b></p> <ul style="list-style-type: none"> <li>Demonstrate commitment to professional practice by ensuring self and relevant nursing staff work within scope of practice, maintain professional standards of practice, and behave in accordance with the Code of Conduct, demonstrating integrity, honesty and respect for all patients, carers and staff.</li> </ul>
<b>Partnerships and Collaboration</b>	<ul style="list-style-type: none"> <li>Embed inclusive practice, partnering and responsiveness into everything we do.</li> <li>Continue to embrace and strengthen the community's voice, connection, investment and engagement in the health service, including our extraordinary volunteers</li> <li>Proactively partner with our sub-regional and regional colleagues to facilitate improved local service delivery and access.</li> <li>Strengthen partnerships with other providers including regional and metropolitan services, medical specialists and other providers of care to facilitate strong and enduring pathways for our patients.</li> </ul>
<b>Financial Health</b>	<ul style="list-style-type: none"> <li>Maintain strong corporate governance that strengthens accountability and enables robust resource management across all levels of the organisation.</li> <li>Deliver a growth led revenue strategy that focuses on efficiency and productivity.</li> </ul>

	<ul style="list-style-type: none"> <li>Proactively seek innovative opportunities to bring in new funding to improve financial sustainability.</li> <li>Deliver on a significant capital and asset management strategy to improve infrastructure</li> </ul> <p><b>Local Objectives</b></p> <ul style="list-style-type: none"> <li>Promote the efficient and effective use of human and material resources within the Better@home program.</li> </ul>
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**NOTE:**

Statements in this position description are intended to reflect general responsibilities and are not intended to be all-inclusive. Other duties may be required as part of this role.

**Victorian Public Sector Commission Code of Conduct and Values**

Bass Coast Health employees are required to observe the Victorian Public Sector Commission Code of Conduct which promotes adherence to the values prescribed in the Public Administration Act 2004. This Code prescribes standards of required behaviour and should be read in conjunction with this document. The Code of Conduct is outlined in the BCH Code of Conduct Policy.

**Individual Staff Member Accepting the Position Description**

I understand, agree to and accept the role as outlined in accordance with this Position Description.

<b>NAME</b> (please print):		
<b>SIGNATURE:</b>		<b>DATE:</b> ____ / ____ / ____

**Executive Director – Reviewing and Agreeing to the Original Position Description**

Signed on behalf of Bass Coast Health

<b>NAME</b> (please print)		
<b>SIGNATURE:</b>		<b>DATE:</b> ____ / ____ / ____