

Position Description

Position Title	Intake Nurse (Community Nursing)
Position Number	30103546
Division	Community and Continuing Care
Department	Community Nursing and Home Care Services
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Grade 4A
Classification Code	YW17
Reports to	Clinical Coordinator Community Nursing and Home Care Services
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Community and Continuing Care

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Community Nursing and Home Care Services Department

The Community Services Directorate comprises Aged Care Assessment Services, Community Allied Health Services, Community Care Services, Carer Support Services, and Community Nursing and Home Care Services (CN&HCS).

CN&HCS utilise a wellness approach which is individualised and goal oriented building on the strengths and abilities of clients. Services aim to maximise independence and maintain or improve health and wellbeing to support clients to live independently at home and in their community

Community Nursing and Home Care Services provides:

- District nursing to people of all ages within Greater Bendigo and surrounding areas; Registered Nurses (Division 1) and Enrolled Nurses comprise the District Nursing workforce.

- Consultant nursing services - Regional Wound Consultant, Regional Continence Consultant, Regional Dementia Consultant, Diabetes Consultant, Wound Consultant and Stomal Therapy.
- Home Care Services including domestic assistance, personal care and social support individual

District Nurses work closely with each client, their carers and other health professionals to provide professional, integrated care. Services include:

- Wound management
- Medication management/support
- Support and education
- Comprehensive health assessments and referral to other services.

The program is funded by the Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP). Community Nursing Services also delivers services to NDIS participants.

The Intake Nurse Position

All staff at Bendigo Health are an integral part of the health care service team and should have, or aspire to, the personal qualities; knowledge and skills as described in the Bendigo Health Staff Capabilities Statement (refer to link at top of page). All nurses are required to ensure they operate within their scope of practice at all times.

CN&HCS provide nursing services to people in their homes within the community of Bendigo. Nursing care involves a range of activities such as medication administration, diabetic care, wound management, Stomal therapy and catheter care. Registered Nurses (Division 1) and Enrolled Nurses work together as part of the District Nursing workforce.

The role of the Intake Nurse is to provide clinical oversight to referral processing in order to facilitate the delivery of high quality, best practice service provision, in a timely and responsive manner.

Responsibilities and Accountabilities

Key Responsibilities

This position is accountable/responsible for the following:

Communicate with influence –This position will assist in driving towards the development of a high performance culture through strong leadership. It will meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.

Collaboration – This position will support the development of a collaborative and effective team by communicating meaningful information regularly. The position will also assist managing professionally and in a timely manner, any issues associated with differences, conflict, shared goals and team morale.

Specific Responsibilities

- Report to and Liaise with the clinical Coordinator on a regular basis to ensure continuity of the service
- Undertake screening of referrals using the triage tool to support decision making and ensure appropriate resources are allocated for care delivery
- Ensure appropriate clinicians are allocated to a client's care and the right information is available to the clinician
- Support planning and management of staff resources to achieve departmental productivity. This includes allocating staff to weekly rounds and ensuring the right mix is available each day
- Develop and/or maintain collaborative partnerships with internal and external stakeholders
- Maintain a comprehensive knowledge of current trends and developments in the health industry that relate to CNS, Commonwealth Home Support Programme (CHSP), HACC Programme for Younger People (HACC PYP), National Disability Insurance Scheme (NDIS) and other programs
- Contribute to strategies to manage referrals including reducing the number of declined referrals
- Support quality improvement activities and other duties as delegated by the CNS Clinical Coordinator
- Contribute to the enhancement of technology to support a personalised care pathway for community clients

Organisational Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Participate in service development as required
- Maintain accurate records, statistics and reports as needed
- Other duties as determined by the manager

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the

employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

Current registration as Division 1 Registered Nurse with AHPRA with a minimum of 5 years' experience in nursing post registration in a clinical environment, preferably in a community setting

Demonstrated ability to communicate effectively across client, community and professional groups inclusive of skills to negotiate and manage conflicts as it arises

Demonstrated high level of understanding of health and related issues for elderly people, people with disabilities, and their carers and the role of CHSP, HACC PYP in a community setting including the eligibility criteria and how to access other local community support services

Demonstrated understanding of the quality frameworks that underpin Community nursing and home care Services and the requirements to meet the standards

Demonstrated commitment to working in a team with the ability to assist the management team through change, recognising and respecting the contribution of all team members

Demonstrated ability to manage time and prioritise competing demands

Demonstrated experience, knowledge and confidence with Information Technology

A personal approach which is positive, enthusiastic, friendly and helpful with flexibility to operate in an environment of change and continuous improvement

Working knowledge of Microsoft Office and confidence with patient management systems in a community program

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

National Disability Insurance Scheme (NDIS) Check Where applicable, completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.