Position Description

Position Title	Intake and Liaison Officer
Position Number	30100927
Division	Community and Continuing Care
Department	Hospital Admission Risk Program (HARP)
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Clinical Nurse Consultant A – B / Allied Health dependent on discipline/enterprise agreement
Classification Code	ZF4 – ZJ4 / Allied Health (classification dependent on discipline)
Reports to	Senior Manager via HARP Team Leader
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The HARP Intake Coordinator is the primary point of contact for all referrals into the Hospital Admission Risk Program (HARP). This role is responsible for the intake, screening, and triage of referrals from internal and external sources, ensuring timely identification of clients who meet HARP eligibility criteria. The Intake Coordinator makes initial clinical judgements regarding a client's needs, risks, and essential supports, and maintains oversight for clients on the waitlist until a Care Coordinator is allocated.
In addition to referral management, the role plays a key part in supporting Remote Patient Monitoring (RPM) pathways. This includes identifying suitable clients, reviewing daily clinical data, escalating care needs when required, and conducting home visits to assess, modify, or reinforce care plans. The Intake Coordinator contributes to safe, coordinated, person-centred care by ensuring clients receive appropriate early intervention and linkage to multidisciplinary supports.

HARP aims to improve health outcomes for people who either frequently present, or who are at risk of presenting to hospital. The program targets people with high care needs, providing responsive and targeted interventions, engagement and collaborative care planning.
The streams of care provided by HARP are chronic disease and aged and complex care. The chronic disease stream includes: chronic heart disease, chronic respiratory disease, chronic renal disease and diabetes. The aged and complex care stream includes: complex aged care and people with complex psychosocial needs.

Responsibilities and Accountabilities

The HARP Intake Coordinator is responsible for managing and coordinating all referrals received from internal and external sources, including emergency departments, inpatient units, general practitioners, medical specialists, community services, clients, and their carers or families. The Intake Coordinator will maintain oversight of all individuals on the HARP waiting list, ensuring timely engagement, risk monitoring, and appropriate triage until a HARP Care Coordinator is available to accept the referral and complete an initial assessment.

Key Responsibilities

- Coordinating the intake, screening and triage of all referrals to the HARP program.
- Reviewing referrals to determine eligibility and directing clients to the most appropriate service pathway.
- Identifying and prioritising urgent, complex or high-risk referrals requiring timely intervention.
- Conducting referral follow-up, monitoring clients awaiting Care Coordinator allocation, escalating concerns, and completing home-based assessments when required.
- Obtaining and documenting informed consent for participation in the HARP program.
- Identifying clients suitable for Remote Patient Monitoring (RPM) or other supportive services, including participating in daily clinical information reviews.

- Facilitating referrals to alternative or more appropriate services, including those closer to the client's home.
- Providing education and guidance to hospital staff and external stakeholders regarding program scope, eligibility criteria and referral processes.
- Liaising with clients, carers, families, service providers and key stakeholders to support coordinated, person-centred care.
- Maintaining accurate, timely and comprehensive documentation of referrals, assessments and service outcomes.
- Monitoring HARP referral activity and managing waiting lists to support timely access to care.
- Contributing to continuous quality improvement and service development initiatives by identifying system gaps, supporting implementation of enhancements, and participating in evaluation activities to improve program effectiveness.
- Support the HARP team by undertaking additional duties or tasks, as appropriate to your scope of practice and service needs, as directed by the Team Leader/Manager.

Key Selection Criteria

Essential

1. Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia (AHPRA) or degree in one of the identified Allied Health disciplines as recognised by the relevant professional body and ability to satisfy the requirements of the Bendigo Health Allied Health Credentialing and Scope of Practice procedure.

2. Well-developed communication and interpersonal skills, with an approachable and professional manner suited to community-based work.

3. Sound clinical judgement and timely decision-making skills to support referral assessment and prioritisation for clients with chronic and complex needs.

4. Experience working collaboratively within a multidisciplinary team to support coordinated, person-centred care in community settings.

Desirable

5. Demonstrated experience in intake, screening, or triage within community, acute, or subacute health settings.

6. Ability to recognise early signs of deterioration in clients living with chronic disease or experiencing complex psychosocial circumstances.

7. Openness to alternative viewpoints and the ability to incorporate client perspectives into assessments and care planning.

8. Experience in risk assessment and risk management within a clinical or community context.

9. Knowledge of, or willingness to learn, community-based services and supports that assist clients to remain safely at home.

10. Competence in clinical and administrative IT systems, with the ability to learn new platforms (e.g., RCP, ePR) and produce clear, professional written communication for key stakeholders.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.