

1. General Information

Position Title:	Rehabilitation Assessor
Division/Department:	Rehabilitation Assessors Team – Continuing Care & Support Services Division
Position Reports to:	Team leader – Rehabilitation Assessment Team
Enterprise/Individual Agreement:	Epworth HealthCare Nurses & Midwives Enterprise Agreement 2020
Classification/Grade:	
Location:	Various Sites
Employment Status:	Full-time, part-time, casual
Resource Management (for Management positions only) Number of Direct Reports:	Nil
Key Relationships - internal and external	<ul style="list-style-type: none"> • Patients, inclusive of family member(s)/carers & visitors • Nursing staff and all ward/unit staff (e.g. Ward clerk, allied health, support services) • Clinical Leadership Team and Hospital Leadership Team • Colleagues • Medical staff and VMOs • Internal and external service providers

2. Overview of Epworth HealthCare

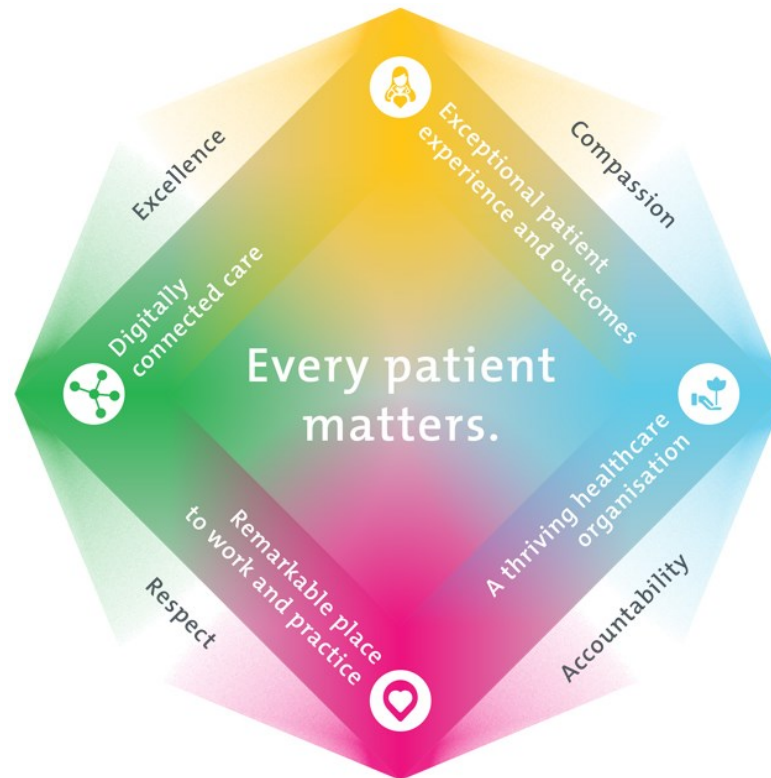
Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth’s purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The primary role of a Rehabilitation Assessor is to facilitate coordination and continuity in the provision of patient assessment, referral and transfer from acute hospitals to Epworth HealthCare rehabilitation services. It is expected that a Rehabilitation Assessor will act as an ambassador of Epworth HealthCare and Epworth Rehabilitation through:

The process of reviewing referrals from the acute to rehabilitation care settings in Epworth HealthCare

Making clinical decisions in relation to identifying the best rehabilitation options for each patient, including identifying individual goals to achieve in rehabilitation

Developing collaborative relationships with the key stakeholders (physicians, allied health, nursing) from the acute, community and the rehabilitation settings


The position is responsible for ensuring timely assessment and coordination of transfer for patients moving from Epworth acute sites and Rehabilitation.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES 	MEASURES/KPIs TO BE ACHIEVED
<p>Clinical Assessment and Patient Experience</p> <ul style="list-style-type: none"> • 100% of patients identified as suitable for rehabilitation are assessed within 1 business day • Assessment data required for admission 100% complete and accurately reflects patient status and is recorded in the rehabilitation assessment tool. • Reduction of acute transfers out within 24 hours • Positive feedback from key stakeholders identified through service rounding quarterly • Improved patient satisfaction as measured by satisfaction surveys • Increased compliments and reduction in complaints • 100% Compliance with Privacy Act [2000] and Health Records Act [2000] • All complaints managed in accordance with organisational KPIs • Regular daily and end of month reporting of activity, conversion rate and bed occupancy 	<ul style="list-style-type: none"> • Provide patients and their families with an excellent pre-admission experience through: <ul style="list-style-type: none"> ○ Providing education about expected outcomes and their roles and responsibilities in participating in a rehabilitation program ○ Delivering compassionate holistic patient-centred care ○ Building patient autonomy by offering choices and focusing on individual goals and needs ○ Proactively promoting values of excellence of Epworth HealthCare to patients and their families • Ensure that patient’s information is treated as confidential. • Complete and document an accurate, objective person-centred patient rehabilitation assessment for each identified patient through communicating with patients and their families about their needs and goals • Maintain communication with referring doctors and other clinicians to promote smooth patient flow and shared understanding of rehabilitation admission • Ensure consistent delivery of Epworth Excellence principles • Provide expert clinical advice to key stakeholders as requested • Assist and be transparent with referring hospitals in relation to bed management • Maintain patient status within assessment documentation system to ensure accuracy of real-time data facilitating decision-making • Timely and effective resolution or referral (where required) of complaints
<p>Teamwork/Interdisciplinary Liaison</p> <ul style="list-style-type: none"> • Positive feedback from key stakeholders identified through service rounding quarterly • 90% of patients assessed are admitted to an Epworth Rehabilitation facility 	<ul style="list-style-type: none"> • Work collaboratively with the DCS’s, allied health managers, multidisciplinary team members and with the key stakeholders from acute, community and rehabilitation services to promote effective communication and enhance networks

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<ul style="list-style-type: none"> • Feedback from Management and Team members is recognised and executed • >90% attendance at meetings 	<ul style="list-style-type: none"> • Proactive in seeking feedback from management, team members and internal and external stakeholders involved in the delivery of patient care • Attends team and divisional meetings
<p>Marketing</p> <ul style="list-style-type: none"> • Occupancy and outpatient KPIs met or exceeded at all sites • Positive feedback from key stakeholders identified through service rounding quarterly • Continuous improvement in patient experience as measured by patient satisfaction surveys 	<ul style="list-style-type: none"> • Efficiently promote Epworth Rehabilitation services to all healthcare stakeholders • Is an ambassador of Epworth Rehabilitation in demonstrating the principles of Epworth excellence
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Evidence of participation in Quality Improvement Activities • Provision of evidence-based care 	<ul style="list-style-type: none"> • Commitment to quality improvement by participating in Quality Improvement Activities and through provision of evidence-based patient care
<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Performance Development Plan completed and documented annually • Complete mandatory training activities • 100% compliance in clinical competencies every 12 months or as prescribed • Membership of appropriate professional specialty clinical body 	<ul style="list-style-type: none"> • Attendance at the relevant professional/specialised educational sessions and forums • Contribute to team rehabilitation expertise through sharing the knowledge gained in both internal and external educational opportunities • Active participation in Performance Development Planning and goal setting annually • Maintenance of mandatory clinical and non-clinical competencies
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

Position Description



<ul style="list-style-type: none"> • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications/Registrations	<p>Essential</p> <ul style="list-style-type: none"> • Registered Nurse with Nursing and Midwifery Board of Australia [NMBA] or Health Professional Registration with AHPRA where applicable <p>Desirable</p> <ul style="list-style-type: none"> • Membership of appropriate professional bodies is highly desirable
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Previous Rehabilitation Assessment experience • More than 5 years acute or rehabilitation experience <p>Desirable</p> <ul style="list-style-type: none"> • Management or leadership experience
Required Knowledge & Skills	<ul style="list-style-type: none"> • Comprehensive knowledge of Rehabilitation principles and national guidelines • Understanding the framework of the continuity and the integration of healthcare services • Clinical experience in a rehabilitation setting • Understanding and compliance with OH&S policies and protocols • Proficient computer skills • Current FIM certification

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	<ul style="list-style-type: none"> • Understanding of marketing principles in the healthcare setting • Knowledge of Health Funds contracts • Previous experience in working in the Private Health care sector
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • The ability to work autonomously • Strong customer focus • Ability to embrace change • Ability to work collaboratively as part of a multidisciplinary team • Commitment to continuous quality improvement and professional development • Working within culture of the Epworth HealthCare Employee Values & Behaviours

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
April 2015	November 2024	Rehabilitation Assessment Team Leader/ADCS

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____