



POSITION DESCRIPTION – Registered Nurse Care Coordinator Chronic Disease

Part 1 – Expectations for Your Role

Position	Registered Nurse Care Coordinator Chronic Disease
Service / Program	Primary Care / Clinical and Complex Care Services / My Care Partners Program
Industrial Instrument	Nurses - Nurses and Midwives (Victorian Public Health Sector)(Single Interest Employers) Enterprise Agreement 2024-2028
Instrument Classification	CN4
Reports to	Team Leader and Senior Project Lead Chronic Disease
Effective Date	May 2026

Key Deliverables

As a Chronic Disease Registered Nurse Care Coordinator in the My Care Partners Program, you will be instrumental in providing individualised, person centred care to patients with complex and chronic conditions. Your primary focus will be to support these patients in managing their health and maintaining their wellbeing at home. You will utilise your expertise to address complex psychosocial and environmental needs, ensuring that each patient receives comprehensive and holistic care.

- **Healthcare:** Deliver comprehensive chronic disease management, care coordination and care navigation, to clients in the community and act as a consistent point of contact.
- **Assessment:** Conduct holistic comprehensive health assessments, identify priority needs, and develop individualised care plans in partnership with patients.
- **Goal Setting:** Deliver health education, support patients to set goals and build self-management skills and overcome barriers to accessing healthcare services.
- **Care Coordination:** Coordinate referrals to appropriate health professionals and services, including social prescribing, in line with care plans. Contribute to reducing preventable hospital admissions, emergency presentations, and length of stay through proactive care coordination.
- **Escalation:** Provide follow-up care after hospitalisations and ensure timely escalation of care where clinical deterioration is identified.
- **Integration:** Work collaboratively with General Practitioners, practice staff, and multidisciplinary teams to support integrated, shared care models.



- **Case Conferencing:** Participate in case conferencing, clinical huddles, and ongoing communication to enhance continuity and quality of care.
- **Access:** Assist general practices with patient enrolment and program delivery activities. Support equitable access to care, including management of supplementary services funding to address financial barriers.
- **Documentation:** Maintain accurate, timely clinical documentation in accordance with organisational and regulatory standards.
- **Compliance:** Ensure care delivery aligns with evidence-based practice, professional standards, and quality and compliance requirements. Adhere to clinical processes, procedures, and protocols.
- **Stakeholders Engagement:** Engage with key stakeholders and represent the program at meetings, forums, and networking opportunities as required.
- **Quality Improvement:** Contribute to continuous quality improvement initiatives and foster a positive team culture.

Skills, Experience and Knowledge

- **Clinical Expertise:** Strong nursing skills in community health, including assessment, treatment, and education. Strong system knowledge, coordination capability and trauma-informed practice.
- **Clinical Experience:** Demonstrated experience in chronic disease management.
- **Complex Case Management:** Ability to handle diverse and challenging clinical presentations.
- **Communication & Time Management:** Effective interpersonal skills and ability to manage workload efficiently.
- **Client-Centered Care:** Ability to build rapport and provide culturally safe and inclusive care.
- **Stakeholder Engagement:** Capacity to develop and maintain professional relationships.
- **Technical Skills:** Proficiency in digital health platforms and medical software.
- **Teamwork & Autonomy:** Ability to work both independently and collaboratively.
- **Primary/Community Health:** Proven experience in providing nursing care within primary and community health services desirable.
- **Diverse Communities:** Experience working with culturally and linguistically diverse clients.
- **Community & Primary Health:** Understanding of the social model of health and community-based care.

Qualification/Registrations/Licences

- **Nursing Qualification:** Bachelor of Applied Science (Nursing) or equivalent.



- **Registration:** Division 1 Registered Nurse with AHPRA.
- **Experience:** Minimum Grade 2 Year 4 Registered Nurse.
- **Background Checks:** Criminal History Check and Employee Working with Children Check
- **Licence:** Current driver's licence and willingness to travel for community outreach and home visits.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to conduct home visits and travel between Each locations & clients outreach locations.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.