

**POSITION DESCRIPTION – Registered Nurse Care Coordinator Chronic Disease****Part 1 – Expectations for Your Role**

<b>Position</b>	Registered Nurse Care Coordinator Chronic Disease
<b>Service / Program</b>	Primary Care / Chronic Disease Management Services / Health@Home Pathways Program
<b>Industrial Instrument</b>	Nurses - Nurses and Midwives (Victorian Public Health Sector)(Single Interest Employers) Enterprise Agreement 2024-2028
<b>Instrument Classification</b>	CN 4
<b>Reports to</b>	Team Leader and Senior Project Lead Chronic Disease
<b>Effective Date</b>	August 2025

## Key Deliverables

As a Chronic Disease Registered Nurse Care Coordinator in the Health@Home Pathways 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.

- Conduct comprehensive assessments on the overall health of a client and work with them to understand their specific conditions, recommended treatments and ways to actively manage their health.
- Identify and prioritise the issues impacting their health.
- Support the patient to eliminate any barriers to initiating and maintaining involvement with health professionals or services.
- Enable them to establish goals and develop a care plan to address these issues.
- Initiate referrals to appropriate health professionals and/or services including social prescribing as detailed in the care plan.
- Participate in clinical supervision.
- Participate in key stakeholder engagement and collaboration.
- Ensure services are customer focused and of high quality that comply with Quality and Compliance standards and evidence based, best practice care.
- Maintain accurate customer records with completion of all documents in a timely and accurate manner in accordance with organisational standards.
- Practice within relevant professional and ethical standards.
- Foster a team culture aligned with our values and behaviours.
- Contribute to the program's continuous development and quality improvements.
- Represent the service at internal and external forums, meetings and networking opportunities when required.



## Skills

- Advanced clinical skills in managing a complex clinical caseload using a patient-centred approach
- Excellent skills in a wide range of clinical assessment, treatment, intervention, and patient education in chronic disease management
- An understanding of and a commitment to the principles and practices of community health, primary health, and the social model of health
- Demonstrated capacity to work with people from diverse backgrounds including LGBTIQ+, Culturally and Linguistically Diverse Communities (CALD), and Aboriginal and Torres Strait Islander people
- Experience in working across a variety of clinical settings including general practice
- Demonstrated experience and skill in the provision of chronic disease management services
- Ability to develop and nurture positive and ongoing relationships with a range of stakeholders
- Excellent communication skills
- Competent in IT skills and record/data base systems
- Ability to work independently

## Experience and Knowledge

- An understanding of and a commitment to the principles and practices of community health, primary health, and the social model of health
- Demonstrated capacity to work with people from diverse backgrounds including culturally and linguistically diverse backgrounds
- Experience in working across a variety of clinical settings including general practice
- Demonstrated experience and skill in the provision of chronic disease management services.
- Minimum 4 years' nursing experience (acute hospital experience preferred).

## Qualification/Registrations/Licences

- Bachelor of Applied Science (Nursing), or equivalent
- Registered Nurse, Division 1 with current registration to practice with AHPRA
- Driver's License

## Physical Requirements

- Ability to travel and conduct home visits.
- Ability to travel between Each locations and clients place of dwelling for outreach work
- Able to sit at a computer for 6-8 hours per day.
- Walk up stairs.
- Lift 3kgs.



## 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.

### Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

### 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 Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

#### 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.