

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

Position	Registered Nurse Care Coordinator
Service / Program	Primary Care / Chronic Disease Management Services / Right Care = Better Health Program
Industrial Instrument	Nurses - Nurses and Midwives (Victorian Public Health Sector)(Single Interest Employers) Enterprise Agreement 2024-2028
Instrument Classification	Registered Nurse – Grade CN4
Reports to	Team Lead Chronic Disease Management Services
Effective Date	May 2025

Key Deliverables

- **Comprehensive Assessments:** Perform comprehensive assessments of the overall health of a client and work with them to understand their specific condition(s), the recommended treatment(s) and/or interventions, and ways to actively engage in managing their condition.
- **Issue Identification:** Identify and prioritise the issues impacting upon a client's health.
- **Barrier Reduction:** Support the patient to eliminate any barriers to initiating and maintaining involvement with health professionals or services.
- **Goal Setting & Care Planning:** Enable them to establish goals and develop a care plan to address these issues.
- **Referral Management:** Initiate referrals to appropriate health professionals and/or services, including social prescribing, as detailed in the care plan.
- **Clinical Supervision:** Participate in clinical supervision.
- **GP Engagement & Collaboration:** Participate in GP practice engagement and collaboration.
- **Quality & Compliance:** Ensure services are customer-focused and of high quality, complying with Quality and Compliance standards and evidence-based best practice care.
- **Record Keeping:** Maintain accurate customer records with the completion of all documents in a timely and accurate manner in accordance with organisational standards.
- **Professional & Ethical Practice:** Practice within relevant professional and ethical standards.
- **Team Culture:** Foster a team culture aligned with Each values and behaviours.
- **Program Development:** Contribute to the program's continuous development and quality improvements.
- **Service Representation:** Flexibly able to work across all participating GP practice locations. Represent the service at internal and external forums, meetings, and networking opportunities when required.
- **Performance & Compliance:** When requested, attend performance meetings with any relevant funders to discuss performance and compliance.

Skills, Experience and Knowledge

- **Advanced Clinical Skills:** Demonstrated ability to manage a complex clinical caseload using a patient-centred approach.



- **Comprehensive Clinical Expertise:** Excellent skills in a wide range of clinical assessment, treatment, intervention, and patient education in chronic disease management.
- **Community & Primary Health Knowledge:** An understanding of and a commitment to the principles and practices of community health, primary health, and the social model of health.
- **Cultural Competency:** Demonstrated capacity to work with people from diverse backgrounds, including culturally and linguistically diverse communities.
- **Multi-Setting Experience:** Experience in working across a variety of clinical settings, including general practice.
- **Chronic Disease Management:** Demonstrated experience and skill in the provision of chronic disease management services.
- **Stakeholder Engagement:** Ability to develop and nurture positive and ongoing relationships with a range of stakeholders.
- **Communication Skills:** Excellent verbal and written communication skills.
- **Independent Work Capability:** Ability to work independently with minimal supervision.

Qualification/Registrations/Licences (*Mandatory only*)

- **Educational Qualification:** Bachelor of Applied Science (Nursing) or equivalent.
- **Professional Registration:** Registered Nurse, Division 1, with current registration to practice with AHPRA.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment for 6-8 hours per day.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and walk upstairs.
- **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 travel across GP practice locations and to conduct home visits.



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.