



Position Description

Title	Care Coordinator
Department	Cornelia Program – Social Model of Health
Classification	As per the relevant award
Agreement	As per the relevant award
Responsible to	Program Manager, Cornelia Program

The Royal Women's Hospital

The Royal Women's Hospital (the Women's) has provided health services to women and newborn babies in Victoria since 1856 and is now Australia's largest specialist women's hospital. The Women's is recognised as a leader in its field, with expertise in maternity services and the care of newborn babies, gynaecology, assisted reproduction, women's health and cancer services.

The Women's Vision and Values

The Women's believes that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

The Women's Vision is: *Creating healthier futures for women and babies.*

Our values are: *Courage, Passion, Discovery and Respect.*

The Women's Declaration

The Women's Declaration reflects the principles and philosophies so fundamental to the hospital that they are the foundation on which rests everything we do. This is a declaration of the Women's role, function, purpose and promise:

We are committed to the social model of health
We care for women from all walks of life
We recognise that sex and gender affect health and healthcare
We are a voice for women's health
We seek to achieve health equity

Strategic Directions

The Women's Strategic Plan 2022 - 2025 contains four strategic priorities and fourteen initiatives of strategic focus, to achieve our vision of *Creating healthier futures for women and babies.*

The Women's four strategic priorities are:

1. We provide leading care for women and newborns
2. We partner to create exceptional experiences every day
3. We are the best place to work, learn and contribute
4. We lead and partner to influence change

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Department/Unit Specific Overview

The Social Model of Health Division at the Women's has responsibility for ensuring the hospital's clinical and social support services are coordinated, aligned and leveraged to provide wrap around care for the women who need it most. In particular, the division has a focus on ensuring a woman's social, economic, cultural, environmental, geographic, and other factors are taken into account in her care plan with the overall aim of reducing health inequalities and addressing systemic inadequacies that affect health access and outcomes.

Informed by a strong evidence base, the Social Model of Health Division works to ensure the Women's can offer a continuum of care approach depending on the complexity of each woman's clinical presentation and social circumstance. The division plays a key role in guiding and supporting a number of specialist services as well as providing state-wide leadership and advocacy on a number of issues in this space.

This is a newly formed division bringing together a number of established and critical clinical and social services including:

- Women's Mental Health Service
- Social Work
- Badjurr-Bulok Wilam our Aboriginal Health Liaison Service
- Family Accommodation
- Spiritual Care
- Women's Alcohol and Drug Service (WADS)
- A range of highly specialised services focused on violence *against women*, including the Strengthening Hospital Response to Family Violence program, the Centre Against Sexual Assault service and the Sexual Assault Crisis Line
- The Cornelia Program.

Position Purpose

Reporting to the Cornelia Program Manager and working with the broader Program team – including workers from HousingFirst and Launch Housing – the Care Coordinator is a senior clinical leadership role in the service. The role provides intake, assessment, casework management and service coordination support to women and infants to advance their health and well-being.

The Care Coordinator role is integral to providing best pregnancy care to women and infants, in collaboration with the broader Cornelia Program team and Women's team - including WADS, maternity, neonatal, sexual, reproductive and specialist women's health services – and other key external health and non-health service providers.

Responsibilities & Major Activities

Includes but is not limited to:

- Screening of referrals into the Cornelia Program and recommending women to HousingFirst to be accepted (as building owner and landlord, HousingFirst make final decision on tenants to be accepted into service).
- Conducting initial needs identification and risk assessment of the women once accepted.
- Leading the development of holistic health and psychosocial care plans for the women, working closely with Launch Housing, to ensure relevant clinical care and to overcome barriers in obtaining and maintaining long term housing.

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- Connecting and referring the women to other external health and non-health service providers as necessary (e.g. Enhanced Maternal and Child Health, Mental Health services, Alcohol and Drug services, Early Parenting services, Family Violence Services)
- Supporting women through the intake and service access process of other service providers where required.
- Supporting women to attend appointments and access services where required.
- Conducting regular check-ins and needs/risks assessment.
- Liaising with other service providers and other support workers (e.g. Child Protection, Family Violence Services).
- Coordinating collaborative care team meetings between different service providers.
- Providing incidental support and advice (e.g. providing interim support whilst the women are waiting to access certain types of support).

Responsibilities of the Care Coordinator fall within the following framework:

- Clinical Care
- Professional Support, Education and Training
- Quality Activities and Research
- Development Professional Relationships
- Communication
- Professional Development

Clinical Care

- Provide clinical consultation and care for women attending or referred to the Cornelia Program.
- Provide assessment, counselling, referral, and best practice pregnancy care for women with complex D & A issues.
- Uphold the Women's policies and standards in relation to client privacy and confidentiality.
- Liaise with and provide secondary consultation to the Women's midwives and social workers and external service providers who are caring for women and infants of the Cornelia Program.
- Actively participate in case discussions and patient review with Cornelia Program team members.
- Demonstrate expert knowledge and understanding of drug and alcohol related issues in the perinatal period, foetal development and neonatal period.
- Provide relevant and current information for women and their support persons.

Quality Activities and Research

- Participate in research and evaluation activities relevant to the Cornelia Program, to advance evidence based clinical knowledge relevant to best therapeutic care in the perinatal period for women with complex substance use dependence.
- Participate in quality activities to inform change and improve systems and practices of care.
- Contribute to the development of clinical practice guidelines.
- Ensure accurate and timely entries in the Women's data bases as required.
- Timely collection and presentation of statistical data to meet the Women's, HousingFirst, Launch Housing funder requirements.
- Ensure practice reflects current research and 'best practice'.
- Contribute to the development of accurate and up-to-date consumer and professional information.
- Attend relevant community educational forums in the drug and alcohol and housing community.

Professional Support Education

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- Provide secondary consultation to the Women's clinical staff, health professionals and other service providers including HousingFirst and Launch Housing as required.

Communication

- Develop and maintain effective and timely communication with clients, the Women's, HousingFirst and Launch Housing management and staff, professionals, and students.
- Be respectful of the needs of clients and their support persons, visitors and staff of the Cornelia Program, the Women's, HousingFirst, Launch Housing and maintain a professional approach in all interactions.
- Identify the need for and engage the services of an interpreter as required.
- Communicate appropriately with the Executive and senior management on issues related to service provision and the Women's, HousingFirst and Launch Housing resources.
- Communicate appropriately with colleagues and service providers in relation to ongoing client needs.
- Ensure timely referral to mental health and drug treatment services.
- Participate in the 'duty system', demonstrating excellent telephone communication skills
- Record consultation details in a timely manner in the Women's Electronic Medical Record (EMR), HousingFirst and Launch Housing record keeping systems as agreed.
- Promote and advocate for homeless women with drug and alcohol and other complex issues and their infants in the perinatal period.

Professional Development

- Identify own professional needs and discuss with manager, establishing goals and outcomes.
- Participate in the annual professional appraisal and development program.
- Identify and participate in related seminars and conferences, following the Women's processes for conference attendance, acknowledging the right of the hospital to designate certain education sessions as compulsory.
- Source literature and research articles to ensure practice is current and based on identified best practice.

Professional Relationships

- Adhere to the Women's policies in relation to professional conduct and behaviours.
- Be familiar with the organisational structure of the Women's, HousingFirst and Launch Housing as required.
- Develop effective working relationships with The Women's, HousingFirst and Launch Housing colleagues and work effectively as an active members of the Cornelia Program.
- Participate in team meetings and professional supervision.
- Liaise with and develop professional relationships with key service providers .
- Represent the Cornelia Program at the Women's and community forums as requested by the Program Manager.
- Communicate appropriately with the Program Manager on issues related to service provision.

Key Performance Indicators

Key performance measures are how you will be measured as meeting the responsibilities of the position listed above. These will be set with you as part of your Performance Development plan within the first six months of your appointment to the position.

- Attendance at compulsory education and training sessions.
- Participation in Cornelia Program team meetings, professional supervision and case planning.
- Timely development of Case Management and Individual Treatment Plans for each client.
- Timely and accurate presentation of statistical data to meet service agreements.
- Timely and accurate client notes and data entries.
- Effective secondary consultations to meet service agreement requirements.

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Key Selection Criteria

Experience/Qualifications/Competencies

- Qualified health professional (e.g. midwifery or social work tertiary qualifications)
- Significant experience working with women with complex needs
- Demonstrated knowledge of health and psychosocial issues and the impacts of homelessness, alcohol and drugs and violence on a women's physical, social and emotional health.
- Competent computer literacy including use of a PC, mouse, keyboard, standard Microsoft office software

Essential Criteria

- Eligibility for membership of the Australian Association of Social Work or equivalent
- Experience in providing care for women with drug and alcohol issues, including women who are homeless.
- Demonstrated high quality counselling and advocacy skills
- Significant experience in direct service delivery including crisis intervention and discharge planning for women with complex needs
- An excellent understanding of theory, legislation and practice issues relevant to women's health around homelessness, alcohol and drug use, family violence and child protection.
- Experience in working effectively in a specialised multidisciplinary team
- Experience within an acute health setting
- Experience in working with community agencies
- Willingness to participate in professional supervision
- Current Victorian Driver's License

Attributes

- Embodies the Women's values of courage, passion, discovery and respect
- "Can do" and flexible approach
- Well developed interpersonal skills
- Balancing competing and conflicting priorities
- Time management and prioritising
- Professional demeanour

Organisational Relationships

Internal relationships

- Management and staff from the Women's, HousingFirst and Launch Housing and other service providers and referring agencies working within/supporting the Cornelia Program.
- Clients of the Cornelia Program and their families and support persons.

External relationships

- Management and staff from HousingFirst, Launch Housing and other service providers and referring agencies working within/supporting the program.
- Various health and non-health services
- Other Drug and Alcohol Treatment Services
- Funders

Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions at the Women's. The generic inherent requirements for this position are detailed below.

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These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	N/A
Sitting – remaining in a seated position to complete tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	N/A
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5–10 kilos	N/A
– Heavy lifting and carrying – 10–20 kilos.	N/A
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10–20 kg	N/A
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers / hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift.	Frequent
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Frequent
Problem Solving issues associated with clinical and non-clinical care	Frequent
Attention to Detail	Frequent
Working with distressed people and families	Frequent
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Occasional

Definitions used to quantify frequency of tasks / demands as above

Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework

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- Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences
 - Undertake other duties as directed that meet relevant standards and recognised practice.
 - Our vision is a future free from violence in which healthy, respectful relationships are the norm. The Women's expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
 - The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
 - Data integrity is an essential element of clinical and corporate governance and a key performance indicator for the Women's. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.

As a consequence all staff are responsible and accountable to ensure that (within their area of work):

- Data recording and reporting, (including RWH external reporting) is timely, accurate (ie error free) and fit for purpose
- Data management system policies and control processes are complied with on all occasions
- Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for the Royal Women's Hospital to undertake a national Police check
- The Women's expects staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels

Staff Vaccination Requirements

COVID 19 Vaccination

Provide evidence that they have received a full COVID-19 Vaccination or provide evidence from a medical practitioner certifying that an exception applies related to a contraindication to the administration of the COVID-19 vaccination. This includes employees in all roles at the Women's Hospital. This requirement is in line with Directions issued by the Secretary pursuant to sections 42(1)(ca) and (h) of the *Health Services Act 1988* (Vic).

Influenza Vaccination

In line with the Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Act 2020, some health care workers are now required to have their flu vaccination to work in health care. Evidence of vaccination is required.

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As this role fits into category A or B of the departments risk ratings, applicants will be required to have been vaccinated against influenza. Evidence of vaccination is required.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct
- Health Practitioner Regulation National Law Act (2009)
- Registration with Australian Health Practitioner Regulation Agency (AHPRA)
- Drugs, Poisons and Controlled Substances Regulations 2006

Declaration

I have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.

Developed Date: September 2024

Developed by: Program Manager, Cornelia Program

Date of next Review: September 2025

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