



Inclusive

Compassionate

Progressive

Accountable

Care Coordinator – Hospital Admission Risk Program HARP (Registered Nurse) 0.6 EFT (Part Time)

An exciting opportunity exists for an enthusiastic Registered Nurse to join a progressive team within the Health Independence Program at Swan Hill District Health.

Position Summary

The HARP Care Coordinator is a registered Nurse who is appointed to provide case management for clients with chronic disease or complex psychosocial needs who have had frequent hospital admissions or presentations to the Emergency Department or hospital. The HARP Care Coordinator must be able to work collaboratively in a team environment. A high level of clinical skill and experience is required to assess client's clinical, psychological and social presentation and implement care coordination with an understanding of internal and external supports.

Training and support will be provided within the role, with the opportunity to upskill in specific areas of chronic disease.

Want More Info?

For more information on the role please contact Kate Corrie on (03) 5033 9321 or kcorrie@shdh.org.au

How to Apply: Applications, including CV and cover letter addressing the Key Selection Criteria should be forwarded, along with an Application for employment form, to: employment@shdh.org.au

Applications will only be accepted if they address the **Key Selection Criteria** as outlined in the Position Description and include an APPLICATION FOR EMPLOYMENT FORM.

Closing Date: 5pm, Friday 27th June 2025

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.



Position:	CARE COORDINATOR - Hospital Admission Risk Program (HARP) Part-time (0.6 FTE)
Classification:	ZF4 of Nurses Midwives Enterprise Agreement 2024-2028
Department:	Hospital Admission Risk Program (HARP)
Reports to:	Senior Manager - Health Independence Programs (HIP)
Position Summary:	<p>The HARP Care Coordinator is responsible for providing short-term case management and care co-ordination to clients who have complex psychosocial issues and chronic health conditions that place them at risk of potentially avoidable hospital presentations.</p> <p>This HARP Care Coordinator works within a multidisciplinary team utilising an interdisciplinary approach to care. A high level of clinical skill and experience is required to assess client's clinical, psychological and social presentation and implement care coordination with an understanding of internal and external supports.</p> <p>The Care Coordinator will establish strong links with the treating GP's to ensure the care plan comprehensively reflects the needs of the client and their carer.</p> <p>The Care Coordinator will be responsible for delivering chronic disease self-management education to HARP clients and their relevant key health care providers to facilitate improved self-management for clients accessing the program.</p> <p>The position will also involve capacity building of key health providers through effective marketing of the program and education relating to the principles of chronic disease management.</p>
Responsibilities:	<p>Clinical</p> <p>The HARP Care Coordinator will demonstrate well-developed clinical competencies, a commitment to achieving the provision of a holistic chronic disease management service and professional attributes necessary to accomplish the following:</p> <ul style="list-style-type: none">• Conduct individualised comprehensive clinical assessments, inclusive of bio-psychosocial model using a motivational interviewing approach.• In collaboration with the client care team, the client and significant others (inclusive of community case managers when required) formulate an agreed care plan to facilitate effective chronic disease management, that is targeted and time-limited with documented goals.• Implement, monitor, and evaluate case management and allied health interventions against goals using the tools and processes provided, and modify interventions as appropriate, and in consultation with key stakeholders (including the client, significant others, car team, medical staff GP and community based services).

	<ul style="list-style-type: none"> • Maintenance of a clinical load of HARP clients appropriate to clinical experience and complimentary to other members of the HARP team. • Effective oral and written communication skills to achieve positive and timely liaison between the client, their carer (if appropriate), medical team, allied health professionals, community services and other members of the HARP team. • Timely clarification of client medical guidelines established through a well-developed rapport with medical staff. • Active involvement in the HARP care coordination meetings for clients enrolled in the program. • Participation in Acute Ward multidisciplinary meetings as directed by the HIP Manager. • Involvement in committees and working parties, conducted within SHDH and external to the organisation as directed by the HIP Manager. • Accurate and timely reporting of program statistical data. • Positive promotion and marketing of the HARP program. <p>Support</p> <p>The HARP Care Coordinator is responsible for:</p> <ul style="list-style-type: none"> • Assisting the HARP team achieve a cost effective complex care management service through responsible acquittal of program resources. • Maintaining a cohesive working environment. • Works closely with all P Care Division staff as part of an integrated multidisciplinary health care team. • Regular promotion / education of the Hospital Admission Risk Program eligibility criteria and service provision to clinical departments (Emergency Department & Acute Ward) as well as General Practices in local area. • Undertaking professional development within the constraints of the HARP budget. • Understanding and complying with all SHDH policies and protocols and this position description. • Completing an annual performance appraisal. • Ensuring accurate recording of client information occurs and that information, as consented by clients, is provided to other parties involved in the provision of client care. • Conducting and participating in quality improvement activities. • Facilitate external student placements within organisational capacity. <p>Corporate</p> <p>The HARP Care Coordinator will:</p> <ul style="list-style-type: none"> • Support the HIP Manager to achieve key objectives, timelines and anticipated outcomes. • Attend and contribute to HIP department meetings and other meetings as required. • Plan and organise workload to achieve specific objectives in the most efficient way with resources and time available. • Foster and encourage an awareness of quality and safety and continuous improvement. •
<p>Key Selection Criteria:</p>	<p>Mandatory</p> <ul style="list-style-type: none"> • Registered Nurse with current AHPRA registration and at least five (5) years post graduate experience • Sound clinical and organisational skills, the ability to be effective, flexible and responsive in a changing environment in the management of clients with complex care needs.

	<ul style="list-style-type: none"> • Demonstrated experience in care coordination of the client with complex care needs and completion of goal directed care plans. • Demonstrated ability to work autonomously and effectively within a multi-disciplinary health care team. • Demonstrated commitment to providing seamless care intervention across the acute and community interface. • Knowledge of health care services, community support programs and agencies operating within the Swan Hill catchment. • Highly developed verbal, written and interpersonal communication skills including computer literacy. • Understanding of Hospital Admission Risk Program (HARP) and context and objectives. • Ability to present and develop new ideas within a quality improvement framework • Current Victoria driving license. • Current National Police Check. • Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunisation for all vaccine preventable illnesses. <p>Desirable Qualification in other chronic disease specialist nursing is highly desirable.</p>
Salary/Award:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028
First Nations:	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
Infection Control:	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. • The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
Continuous Quality Improvement:	<ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.
Person Centered Care:	<p>The Health Service supports in its values the philosophy of Person-Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.</p>
Child Safety:	All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe

	<p>environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
Our Purpose:	<p>Connected Care / Best Experience</p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility with adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for their safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system. • Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous Revision dates:	
Current:	10/6/2025
Managers Name:	Kate Corrie
Managers Signature:	
Employees Name:	
Employees Signature:	



Position Applying for:	
How did you hear about this vacancy?	<input type="checkbox"/> Current Employee <input type="checkbox"/> Word of mouth <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Radio Ad <input type="checkbox"/> Seek <input type="checkbox"/> Search engine <input type="checkbox"/> Social Media <input type="checkbox"/> SHDH website <input type="checkbox"/> Other, please specify.....

First name:		Last Name:	
Date of birth:		Country of birth:	
Postal Address:			
Contact	<u>Phone</u>	<u>Email</u>	

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident: ☐ Yes ☐ No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type _____ Expiry date/...../.....

Place/Country of issue: _____ Issue Number: _____

Do you require sponsorship? ☐ Yes ☐ No

PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (with a review at 3 months.)
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – ☐ Full Time ☐ Part time ☐ Casual ☐ Fixed Term

Alternatively, please state availability:

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Do you have a current Police Check?

☐ Yes (please provide) ☐ No, but I am willing to get one if my application is successful.

Do you have a current Employee Working with Children Check?

☐ Yes (please provide) ☐ No, but I am willing to get one if my application is successful.

Pre-existing Health & Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

Enquiries can be directed to: Recruitment Services P: 03 5033 9499, E: employment@shdh.org.au

The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Resume
- ☐ Qualification evidence or supporting documentation
- ☐ Visa Detail (if relevant)