



**Swan Hill
District Health**
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Hospital Discharge Coordinator 0.8 FTE

Swan Hill District Health is seeking Expressions of Interest from Nursing or Allied Health staff for the position of Hospital Discharge Coordinator.

The Position

This role offers an exciting opportunity to contribute to the coordination of safe, timely, and patient-centred discharge services. Working closely with the multidisciplinary team, you will support optimal patient flow, continuity of care, and positive patient outcomes.

What You Will Bring

Reporting to the Acute Ward Nurse Unit Manager, applicants should demonstrate experience or knowledge of discharge planning, aged care services, community supports, and residential aged care pathways, along with strong communication and organisational skills.

Mandatory requirements

(please refer to the attached position description)

About Swan Hill: Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

About Swan Hill District Health: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

Attract Connect Stay; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

To apply for this position please email your Cover letter responding to the Key Selection Criteria contained within the Position Description and up-to-date CV Resume to employment@shdh.org.au.

You will find the position description on our website – [Vacant positions](#)

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. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting employment@shdh.org.au

Applications close: 17 August 2026



Position:	Hospital Discharge Coordinator
Classification:	As per professional discipline and relevant enterprise agreement
Department:	Clinical Services
Reports to:	Director of Clinical Services Access and Flow
Position Summary:	This position is a navigation role that supports patients throughout their hospital admission and discharge process. It helps ensure that discharge planning requirements are coordinated effectively and that patients can access the services and supports they need to safely transition from hospital to home or another care setting The role facilitates referrals to community, aged care, post-acute, and home care services, and coordinates the cessation, recommencement, or initiation of supports as required. By working closely with patients, families, hospital staff, and external service providers, the position helps maintain continuity of care and supports positive patient outcomes. Working collaboratively across all hospital departments, this role supports safe and timely patient discharge by coordinating care transitions and facilitating access to appropriate community and support services.
Responsibilities:	Responsibilities Care Co-ordination: <u>Outcome:</u> • The Hospital Discharge Coordinator will facilitate access and flow of patients throughout SHDH by: • Liaison with the Emergency Department team to support referrals to appropriate supports within the community after their emergency presentation • Early identification of patient needs and potential barriers to discharge from acute settings (Acute, Subacute and may include Medical Day Procedure Unit, Maternity and Theatre). • Ensure completion of timely referrals to Hospital in The Home, District Nursing Service, National Disability Insurance Scheme, Hospital Admission Risk Program, Community Rehabilitation Centre and other community services (Orange Door, Mallee Family Care, Child First, Home care services and others). • Comprehensive knowledge of available community supports both internal and external to SHDH, and the process to refer to these supports with patient consent. • Patient/client discharge planning is commenced on admission and is coordinated and planned in a way, which ensures a smooth transition from the acute clinical hospital environment to the Community setting. <i>Performance Indicators:</i> • Participates and contributes to discharge planning in consultation with the patient, carer and health-care team to ensure timely and essential post discharge support. • Acts as a resource for patients/carers and their families following the

	completion of the inpatient episode of care and ensures client satisfaction with arranged post -discharge services. • Ensures documentation relating to discharge planning in patient progress notes at each time a change or referral is made to a person's plan. • Participates in Care Planning, Aged Care Assessment Scheme, and family meetings with the Social Worker and other patient/carer planning meetings as required. • Supports the patient's transition (through readiness with assessments required for acceptance to residential aged care (RAC)) within the local area and attends weekly aged care meetings. • Organises domiciliary oxygen • Works closely with all members of the health care team, and in particular with the social worker team for matters of complex social matters. • Ensures that patients who have frequent hospital admissions have support's put in place with the Multidisciplinary team, and community supports and programs to remain in the community and not re-present to hospital. • Participates in specific projects, which facilitate improved access and flow and patient/bed management.
Key Selection Criteria:	Current registration with Apha or registering body. • Minimum of five years of relevant specialty or equivalent level of experience. • Demonstrated knowledge and skills in systems and processes that support patient access, flow and discharge • Demonstrated understanding of the organisation's KPI's particularly associated with access and flow. • Well, developed organisational skills with the ability to successfully manage competing issues and meet deadlines and ability to work effectively both independently and within a collaborative team. • Advanced assessment, problem solving, critical thinking and time management skills • Sound knowledge of National Safety and Quality Health Service Standards (NSQHS) • Demonstrated commitment to patient centered care and evidence-based practice in health service delivery. • Commitment to inter-professional learning, quality improvement and evidence-based practice Desirable: • Membership of relevant professional interest groups with contemporary knowledge of contemporary issues and current clinical practice. • Ability to assists with health teaching for clients and their families and significant others. • Ability to provide undergraduate students with an understanding of the care co-ordination function within the hospital. • Current National Police Record 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 immunization for all vaccine preventable illnesses.
Salary/Award:	Salary in accordance with relevant Award

Infection Control:	- 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:	- 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:	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. 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.
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 environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them. SHDH have zero tolerance to child abuse. Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.
Our Purpose:	Connected Care / Best Experience 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.
Privacy and Confidentiality:	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. 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.
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	RESPONSIBILITIES: It is the responsibility of every staff member to: - 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:	March, 2011, August, 2001, April 2018, Dec 2020, Feb 2020, Aug 2023, March 2025, July 2026
Current:	July 2026
Managers Name:	Director of Clinical Services Access and Flow
Managers Signature:	
Employees Name:	
Employees Signature:	



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
- ☐ Applicants Curriculum Vitae

Position Applying for

General Information

Name

Address

Contact

Home phone

Mobile

Email

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

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 – (Availability)

Discipline/Misconduct

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

If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and 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:**/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585