



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



Inclusive

Compassionate

Progressive

Accountable

Persistent Pain Service - Coordinator (Part Time 0.4*)

* Applicants seeking additional hours are encouraged to apply, as opportunities may be available to combine this role with other Allied Health or Nursing positions within our organisation - <https://www.shdh.org.au/employment/vacancies/>

An exciting opportunity exists for a skilled and motivated health professional to join the Community Rehabilitation Centre at Swan Hill District Health as the **Persistent Pain Service Coordinator**. Working within our Health Independence Program, you will play a key role in delivering and coordinating a contemporary multidisciplinary service, helping people living with persistent pain improve their function, wellbeing and quality of life.

The Position

The Persistent Pain Service Coordinator is responsible for the implementation and coordination of the Persistent Pain Service in line with the Victorian Statewide Service Model for Chronic Pain. This role combines advanced clinical practice with service coordination, providing comprehensive assessment, education, and care coordination for clients experiencing persistent pain. Working collaboratively with clients, their families, medical specialists and multidisciplinary team members, you will develop goal-oriented treatment plans that support self-management and improved health outcomes.

You Bring

- Tertiary level qualification in Allied Health or Registered Nurse, with relevant registration, and minimum 3 years post graduate clinical experience
- Strong assessment, care planning and coordination skills, with experience managing clients with complex health and persistent pain needs.
- Excellent organisational, communication and stakeholder engagement skills, with the ability to work collaboratively across multidisciplinary teams and with external service providers.
- A commitment to evidence-based practice, continuous quality improvement, and education provision.

Mandatory requirements

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

Key Selling Points

1. Opportunity to lead and coordinate a specialised service that makes a meaningful difference in the lives of people living with persistent pain.
2. Work collaboratively with a pain medicine specialist and multidisciplinary team, supporting innovative models of care including telehealth.
3. Contribute to service development, education and quality improvement initiatives within a progressive rural health service.
4. Enjoy a flexible part-time role with access to ongoing professional development and career growth opportunities.

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:

Please forward your Cover Letter responding to the Key Selection Criteria, up-to-date CV and a completed Application for Employment form to employment@shdh.org.au. You will find the position description and application form 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: 31/8/26

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.

Position:	Persistent Pain Service Coordinator (Part Time 0.4 FTE)
Classification:	Per relevant Allied Health (Grade 2 or 3) or Nursing Award – dependent on experience
Department:	Community Rehabilitation Centre (CRC)
Reports to:	Health Independence Program – Senior Manager
Position Summary:	The Persistent Pain Service Coordinator is responsible for implementation and coordination of the Persistent Pain Service, in line with the Statewide Service Model for Chronic Pain. The Persistent Pain Service offers a comprehensive multidisciplinary service centred on allied health interventions with pain medicine specialist input for people with chronic pain. The Persistent Pain Coordinator coordinates client flow, provides advanced clinical care and assessment, education and counselling within their scope of practice consistent with a self-management framework and in collaboration with interdisciplinary team. The Coordinator must be able to establish strong working relationships with staff at all levels of the organisation, and develop strong working relationships with medical, allied health and nursing staff. The Persistent Pain Service Coordinator collaborates with the individual / family and interdisciplinary team members to set goals, determine treatment plans and follow-up for clients in the chronic pain management service.
Responsibilities:	The Persistent Pain Coordinator will be responsible for the coordination of the service at an operational level, providing evidence-based interventions as well as assisting in meeting funding and service agreement targets and deliverables. Specific responsibilities of the role include: Clinical • Demonstrates a strong understanding of the statewide model of care and processes relevant to the position and actively identifies areas of improvement, plans interventions and acts to resolve issues with an awareness of community needs • Demonstrates knowledge, skills and experience in chronic pain management with an understanding of individual and group-based interventions • Provide expert advice, guidance and clinical support in the area of chronic pain management to clients and staff • Triage new referrals, liaise with referrers, manage wait list and review of current clients • Undertakes timely comprehensive specialist assessment for clients with chronic pain entering the service • Coordinates medical specialist input via telehealth clinic • Develop time limited, goal orientated care plans in partnership with the client and their carers • Communicates assessment and treatment outcomes appropriately in medical history and to referral source, including the provision of written reports to relevant external organisations as required. • Coordinates and participates in case conferencing / multidisciplinary team meetings to formulate and review management plans

	• Refer for further assessment by other relevant specialists when required • Demonstrates a high level of leadership and communication skills that enable the development of improved service delivery outcomes and effective partnerships with the multidisciplinary team, clients and other key stakeholders • Demonstrates an appreciation of the challenges faced by individuals referred to the pain service • Evaluate client progress through the service • Liaise with other key service providers and stakeholders including GP's, medical specialists, health practitioners, acute services, drug and alcohol and other service providers Education and Improving Performance • Provide chronic pain management focused education to increase staff knowledge and enhance the capacity of staff across the organisation to reduce risk of pain chronicification, and improve the support and care for clients accessing services for chronic pain at SHDH. • Responsible for personal professional growth and development by participating in continuing education, reviewing current research and networking with colleagues Information Management / Data Collection • Maintain documentation that accurately and consistently reflects client care delivery and complies with SHDH Clinical Staff Documentation Policy • Establish and review appropriate assessment documentation, ensuring the required Key Performance Indicators are identified and recorded • Maintain statistics as required for SACS and provide in appropriate time frames • In partnership with HIP Manager, monitor activity delivered within the clinic, to ensure funding and service agreement targets are met (as defined by DHHS)
Key Selection Criteria:	• Tertiary qualifications in an Allied Health discipline or as a Registered Nurse, with current registration with AHPRA, or accreditation with the relevant governing body (e.g. ESSA). • Minimum 3 years post graduate clinical experience, with relevant experience and skills in the management of chronic pain • Excellent organisational and time management skills • Experience in networking and inter-agency service collaboration • High level of written and verbal communication skills including computer literacy • Demonstrated leadership and advocacy experience • Experience in developing and delivering educational material for clients and colleagues • Ability to work as part of an interdisciplinary team as well as autonomously with a high degree of initiative • Demonstrated understanding of the factors impacting on the delivery of specialist sub-acute care in rural / regional settings • Evidence of participation in and commitment to quality improvement and best practice principles • Evidence of commitment to professional development • Current Victorian Drivers Licence • 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 immunization for all vaccine preventable illnesses. Desirable • Relevant Post Graduate qualifications in Pain Management / Clinical Rehabilitation or willingness to work towards achievement of same • Demonstrated ability and experience in program management in subacute settings
Salary/Award:	Salary in accordance with Allied Health Professionals (Victorian Public Health Sector) <i>Single Interest Enterprise Agreement 2021-2026</i>. OR Nurses and Midwives (Victorian Public Health Sector) <i>Single Interest Employer Agreement 2024-2028</i>. Hours of work (8.00 to 4:30) with award equivalent breaks.
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:	• 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 Centred 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 to 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 your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your 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:	Dec 2020, July 2026
Managers Name:	Kellie Walker
Managers Signature:	
Employees Name:	
Employees Signature:	