Swan Hill District Health
Connected Care. Best Experience.



Inclusive	*Compassionate*	*Progressive*	*Accountable*

Persistent Pain Service - Coordinator
Part Time 0.4 / 2 days per week*

* 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 Swan Hill District Health as the **Persistent Pain Service Coordinator**. Working within our Community Rehabilitation Centre, 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

You will be responsible for the implementation and coordination of the Persistent Pain Service in line with the Victorian Statewide Service Model for Chronic Pain. Your 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, and a multidisciplinary team, 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, working collaboratively with a pain medicine specialist and multidisciplinary team, supporting innovative models of care including telehealth
2. Contribute to service development, education and quality improvement initiatives within a progressive rural health service.
3. Enjoy a flexible part-time role with access to ongoing professional development and career growth opportunities.

Salary: $100,000 - $125,000 per annum (full-time equivalent) plus superannuation and salary packaging benefits. Salary will be paid pro rata and classification will be in accordance with the relevant Victorian Public Health Allied Health (Grade 3) or Nursing (Division 1 Clinical Nurse Consultant A) Enterprise Agreement, dependent on qualifications and experience

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:
Apply for this position via our SHDH Website link: SHDH Apply for this Job providing:

- Completed Application for Employment Form
- Cover letter addressing the selection criteria (included in the Position Description)
- Current Curriculum Vitae

You will find the position description on our website – Vacant positions

Enquiries are welcome to employment@shdh.org.au

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 will remain open until the position is filled or withdrawn

Swan Hill District Health reserve the right to interview and appoint candidates at any stage.

Position:	**Persistent Pain Service Coordinator - Part Time 0.4 FTE** **(Allied Health or Registered Nurse)**
Classification:	**Classification:** will be in accordance with the relevant Victorian Public Health Allied Health (Grade 3) or Nursing and Midwives (Clinical Nurse Consultant A) Enterprise Agreement, dependent on qualifications and experience.
EBA/Award:	Allied Health Professionals EBA 2021-2026 Nurses and Midwives - Victorian Public Sector Single Interest Employer Agreement 2024-2028
Department:	Community Rehabilitation Centre (CRC)
Location:	Main Campus - 48 Splatt St, Swan Hill
Reports to:	CRC Clinical Lead and Health Independence Program – Senior Manager
Direct Reports:	Provides clinical leadership and support to all staff working across the Persistent Pain Service
Immunisation Risk Category:	Category B: Position unlikely to have contact with blood or other body fluids.
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. **<u>Specific responsibilities of the role include:</u>** **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 chronicifcation, 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 Allied Health or as a Registered Nurse, with relevant registration, where applicable. • 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 **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 **Mandatory Requirements** • Current National Police Record Check • Current "Working with Children Permit" • 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.
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.
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 Centred 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. 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 centred.
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 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.

Job Demands List

Swan Hill District Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

Frequency Functions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		**Frequency**				
Demands	**Description**	**I**	**O**	**F**	**C**	**N/A**
Physical Demands						
Sitting	Remain seated to perform tasks			x		
Standing	Remain standing to perform tasks			x		
Walking	Periods of walking required to perform tasks		x			
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks		x			
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying	x				
	Assisted lifting (mechanical, equipment, person assist)	x				
Working at heights	Ascending and descending ladders, stools, scaffolding					x
Pushing/Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment	x				
Reaching	Arms fully extended forward or raised above shoulder		x			
Crouching	Adopting a crouching posture to perform tasks		x			
Foot Movement	Use of leg and/or foot to operate machinery	x				

Head Postures	Holding head in a position other than neutral (facing forward)		x			
Fingers/Hand/Arm movement	Repetitive movement of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus. Etc.					x
Psychosocial Demands						
Interaction with People	Tasks involving interacting with distressed and emotional people		x			
	Tasks involve interacting with people with mental illness, mental health issues or a disability.		x			
	Tasks involve witnessing or learning about disturbing or distressing personal circumstances and domestic violence.		x			
	Tasks require communicating with others (children or adults) to exchange information.		x			
	Tasks require giving direction and feedback on work undertaken by others.		x			
	Tasks require receiving direction and feedback on work undertaken to meet required work standards.		x			
Reasoning	Tasks require interpreting process documents, following plans and quality standards documentation.		x			
Responsibilities	Tasks involve being responsible for a group of children or vulnerable adults.		x			
Working requirements	Tasks require work to be conducted out of hours (such as overnight).					x
	Tasks are undertaken in a busy, demanding and dynamic work unit.	x				
	Tasks for the position require individual resilience and adaption to workplace change.		x			
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures	x				
Liquids/Chemicals	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					x

Noise	Environmental/background noise necessitates people raising their voice to be heard	x				
Biological hazards	E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE	x				
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					x
Radiation	Working with radiologic equipment					x

Previous Revision dates:	Dec 2020, July 2026, Oct 2026
Approval	
Managers Name:	Kellie Walker
Managers Signature:	
Employees Name:	
Employees Signature:	

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APPLICATION FOR EMPLOYMENT FORM

(To be attached to application)

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