

POSITION DESCRIPTION

Position:	MBPH@Home Intake Coordinator
Directorate	Patient Experience
Division:	Outpatient Services
Business Unit:	Community Services
Enterprise Agreement	Dependant on successful applicant
Reports to:	Program Manager MBPH@Home



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 900 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 5** of this document.

STRATEGIC OBJECTIVES

Our
Vision

Mildura Base Public Hospital – providing exceptional care

Strategic
pillars

Caring for our community

Aspirational through our
culture

Trusted in our relationships

Sustainable in our
Services

We
achieve
this by...

Ensuring our focus is on person
centred care.

Using best evidence-based
practice to deliver exceptional
care.

Empowering our communities
to manage and improve their
health and wellbeing.

Leading a values based,
accountable, quality & safety
culture.

Continuous improvement of service
delivery and provision of care.
Operating safely and efficiently with
a skilled and effective workforce.

Being an employer of choice,
enabling our staff to be at their
best.

Community have an
understanding of our role and
confidence in our services.

Partnering across sectors to
strengthen our services.

Addressing our communities
shared challenges in partnership
by applying innovative solutions.

Reinvesting in the community
and its wellbeing through
sustainable models of
operations.

Delivering and supporting
shared services to improve
access to the best and right
care.

Strengthening our planning
approach with the patient at the
centre.

POSITION SUMMARY

The MBPH@Home intake role will play a pivotal role in providing a central point of contact for referrals to MBPH home based community programs. This role will develop collaborative relationships across the health service and community programs to provide high quality coordination, support and timely management of patient referrals to determine the most suitable and appropriate community based program for each patient. The intake role takes a lead in the assessment, risk identification, care planning and admission process for the following community programs:

Hospital in the Home (HITH)

Geriatric Evaluation & Management at home (GEM@Home)

Transitional Care Program (TCP)

Rehab in the Home (RITH)

Post Acute Care (PAC)

Residential in Reach (RIR)

KEY RESPONSIBILITIES AND DUTIES

- Have a thorough and in depth understanding of the MBPH@Home community programs
- Take a lead role in coordinating patient centred care & admissions for MBPH@Home community based programs
- Work collaboratively with the direct care staff, Patient Liaison Officer/Care Coordinators and multidisciplinary teams for admission to the most appropriate community program to meet the patient's goals and achieve a timely and sustainable transition to the discharge destination
- Undertake timely triage and assessment of the health status of all patients referred to the programs ensuring eligibility criteria is met
- Completion of relevant admission documents ensuring smooth transition from hospital to home
- Actively participate in relevant inpatient care coordination / family meetings assisting with decision making ensuring the patient is at the centre of the decision making
- Actively manage and prioritise referral waitlist

- Maintain accurate and timely documentation for assessment, risk identification, referral and intake for patients referred to community based services
- Ensure all patients who are referred and accepted into a community program are fully aware of the benefits and risks of the service, gaining written consent where required
- Complete any data / reporting requirements as required

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee, you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

- Relevant registration with the Australian Health Practitioner Regulation Agency
- Extensive clinical skills including the management of acute, aged care and chronic medical conditions including well developed assessment, intervention, counselling and complex care planning skills.
- Demonstrated understanding of the impact of hospitalisation on older people with the ability to recognise and respond to changes in the medical conditions of clients
- Extensive experience in working in a multidisciplinary team and the ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
- Effective communication, problem solving and interpersonal skills

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy

WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic

WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable

WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful

WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based

WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

- | | |
|-------------------------------------|---|
| "I choose..." | "Can we explore that more so I can understand it better?" |
| "I care..." | "We will...us...we can..." |
| "I prefer..." | |
| "I will..." | |
| "I can..." | |
| "Is there a better way to do this?" | |

LANGUAGE WE DON'T USE

- | | |
|--------------------------------------|---|
| "I have to..." | "Things have always been done this way" |
| "I must ..." | "Them and us" |
| "If only..." | |
| "Ah well, that is because of XYZ..." | |
| "Our processes do not let us do it" | |

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

