



POSITION DESCRIPTION

Position Title:	Clinical Care Coordinator
Department:	Nursing
Location:	War Memorial Hospital
Uniting Purpose:	To inspire people, enliven communities & confront injustice.
Uniting Values:	Imaginative, respectful, compassionate, and bold

Classification:	Clinical Nurse Specialist – Grade 2.
Vaccination risk category:	A
Award:	War Memorial Hospital (Waverley) Nurses Agreement 2011
Employment status:	Full Time Permanent
Hours:	76hr per fortnight

Position reports to:	Nursing Unit Manager
Position Supervises:	Registered Nurses, Enrolled Nurses, Assistants in Nursing
Key relationships:	WMH Nursing team members, WMH Allied Health team members, WMH Medical team members, WMH Executive, Southeastern Sydney Local Health District (SESLHD), St Vincent's Hospital, Other External Referral Networks and Uniting

POSITION PURPOSE

To facilitate a high quality, clinically coordinated continuum of care for patients admitted Warring Memorial Hospital (WMH) in collaboration with the multidisciplinary team. The Clinical Care Coordinator (CCC) is responsible for effective patient flow from external facilities, triaging referrals, facilitating admissions, overseeing patient journey whilst at WMH and enabling discharge within efficient timeframes. The CCC works within the multidisciplinary team to ensure optimal person-centered care and assists the NUM with efficient patient throughput, maintaining clinical performance within unit KPIs. The role is well supported operating as a key stakeholder within the Senior Nurse Leadership team on the inpatient unit and also within the WMH campus.

War Memorial Hospital
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POSITION OBJECTIVES

- Frontline representative of WMH to all external referral networks
 - Central point of co-ordination for patient care at WMH from admission to discharge.
 - Implement practices to enable safe transfer of care and efficient clinical handover on admission from referring hospital/service.
 - Advocate a practice of person-centered goal setting and support the nurses and MDT in coordinating this care at key junctures during the admission, e.g. case conference, ward rounds, clinical handovers, day of discharge etc.
 - Create an empowering work environment that enables the full extent of ward nursing staff to partake in the clinical decision-making processes during the patient admission and in discharge planning
 - Actively identifies opportunities and processes to enhance the patient flow and patient experience at WMH, ensuring consumer satisfaction and organisational KPIs are met.
 - Maintains and broadens WMH referral sources/networks optimising service sustainability.
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KEY RESPONSIBILITIES

Financial management & awareness:

- Awareness and consideration of appropriate stewardship in relation to unit and hospital resources
- Appreciation of effective cost centre management as senior nurse in support of NUM role
- Leads and oversees the effective use of clinical information systems that support efficient patient care e.g., EPJB
- Understands key clinical performance measures relative to the inpatient unit e.g., FIM, LOS
- Communicates effectively to MDT team at relevant meetings, Case Conferences and updates Electronic Patient Journey Board (EPJB) with relevant clinical performance data affecting key measures e.g., recommended and actual hospital length of stay targets
- Optimises use of hospital facilities/resources, including consideration of private room usage in balance with clinical care priorities

Operational processes:

- Represents as the frontline contact for external referral sources in relation to in-patient aged rehabilitation unit.
- Timely triage of incoming patients and effective use of clinical information to support safe patient transfer.
- Central point of co-ordination for patient care at WMH from admission to discharge.
- Plans, directs and evaluates care in collaboration with the multidisciplinary team including.
- Empowers the nursing team alongside the MDT to play active part in patient admission, patient advocacy at key points of clinical decision-making and discharge planning.
- Actively delivers patient care as required to support frontline nursing staff.
- Maintain a standard of practice that meets the ANMC Australian Nursing and Midwifery Council (ANMC) competence standards, NSW Ministry of Health, Southeastern Sydney Local Health District (SESLHD) and organisational policy and procedures
- Active participation in the development and review of nursing practice in collaboration with other Senior Nurse roles on the unit including CNE, CNC and NUM
- Participates as active member of the Senior Nurse Leadership team within the unit identifying areas for improvement.
- Maintain awareness and fulfils responsibilities as per the organisation's Work Health & Safety policies, processes and systems including WHS Profile
- Is aware of quality, risk and incident management processes as relevant to role and unit.

- An understanding of WMH's accreditation processes e.g., NSQHS National Standards with direct involvement as relevant to role including leadership of ward/campus quality projects
- Represents on relevant committees e.g., Clinical Council, Senior Nurses, ABF Collaborative
- Aware of responsibilities in terms of Mandatory Training
- Engages with annual performance development plan.
- Commits to own professional development.
- Promotes healthy team culture and engagement with campus activities.
- Other duties as designated by unit/hospital management.

Client management & engagement (internal & external stakeholders):

- Maintains professional networks with referral sources and key stakeholders including patient flow personnel, transport services.
- Networks across LHD and with external referrers to promote WMH services.
- Leads the effective use of clinical informatics systems that support cross service communication.
- Understands and advocates for the rights of patients and carers in the patient journey.
- Works collaboratively within the multidisciplinary team to ensure functions are integrated to achieve patient and team goals.
- Maintains a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.

People management & teamwork:

- Is a clinical role model and identified member of the unit Senior Nurse Leadership team.
- Facilitates and supports fellow nursing staff in advocating patient needs amongst the multidisciplinary team.
- Enables nursing staff to participate in case conference and white board meetings to facilitate decision making in patient care.
- Openly supports change and demonstrates an understanding of change management principles.
- Act in a manner which upholds and positively models the organisation's Code of Ethical Behaviour
- Understands the values of Uniting and SESLHD, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.

KEY PERFORMANCE INDICATORS

Financial management & awareness:

- Engages with NUM in cost centre management strategies.
- Promotes the efficient use of hospital resources and identifies areas for increased efficiency.
- Actively engages in education and committees relative to Activity Based Funding
- Feeds back to and leads nursing understanding in the connection of clinical care and business performance measures e.g., FIM, ABF
- Actively engages, leads and demonstrates use of Clinical Information systems e.g., Electronic Patient Journey Board
- Supports operational decision making in optimising private room usage.

Operational processes:

- Actively maintains current referral database and contacts seeking opportunity to expand network and referral sources.
- Attends relevant meetings offsite to promote WMH as destination of choice for aged rehabilitation patients.

- Facilitates timely and safe admissions in collaboration with external and internal stakeholders.
- Supports and coaches the nursing team in their active role of care delivery from admission to discharge.
- Is a clinical lead in the review of care planning and goal setting.
- Communicates the progress of the patients care in relation key measurable eg. Estimated Date of Discharge to the Nurse Unit Manager
- Attendance at ward rounds and case conferences with active patient advocacy
- Direct nursing care if and when required to support clinical frontline.
- Direct engagement with the MDT in effective discharge planning
- Identification of service delivery opportunities in terms of patient care, safety and efficiency
- Partakes and leads in quality improvement activities including ward-based projects, hospital initiatives, accreditation processes and relevant working groups
- Evidence of autonomous practice and individual accountability
- Actively participates and contributes to committee meetings e.g. Clinical Council, Senior Nurse Leadership
- Identifies further areas for personal and professional development and commits to same
- Participates in campus activities including staff engagement surveys and events.

Client management & engagement (internal & external stakeholders):

- Actively develops and maintains relationships with external referral sources and patient flow managers in referral hospitals.
- Active in promotion of the hospital and its services to current and potential referrers
- Engages directly with patients and carers in care delivery and updates.
- Identifies areas for service improvements based on consumer feedback.
- Actively maintains healthy relationships with the MDT.
- Represents WMH at external meetings, forums, presentations.

People management & teamwork:

- Active engagement in Senior Nurse Leadership meetings and activities in collaboration with NUM, CNC and CNE
- Delegates into senior nurse relief duties if required by NUM.
- Evidence of cross team engagement with nursing staff in clinical review processes
- Identifies areas for team improvements.
- Evidence of effective communication with all levels of staff
- Evidence of training and support for staff in relation to policies and procedures
- Active participation and leadership of nursing colleagues in quality improvement activities and outcomes as relevant to team
- Active participation on relevant committees and working groups.
- Demonstrates organisational values and adherence to code of conduct in day-to-day work.

Work Health Safety and Welfare Requirements:

- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety and wellbeing of others.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

Quality and Safety Requirements:

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality
- Actively communicate their profession's commitment to the delivery of safe, high-quality health care
- Model professional conduct that is consistent with a commitment to safety and quality at all times
- Embrace opportunities to learn about safety and quality theory and systems.
- Embrace opportunities to take part in the management of clinical services.
- Encourage, mentor and guide colleagues in the delivery of safe, high-quality care.
- Take part in all aspects of the development, implementation, evaluation and monitoring of governance processes.

PROFESSIONAL SKILLS AND KNOWLEDGE

Qualifications, skills & Experience:

- Registered Nurse with current Australian Health Practitioner Regulation Agency (AHPRA) registration, a minimum of 3 years full time equivalent post registration experience and in addition holds a post graduate qualification relevant to the clinical speciality e.g., Rehabilitation, Aged Care or other qualifications or equivalent experience deemed appropriate by WMH
- Demonstrated competence and advanced knowledge of clinical nursing assessment and treatment skills within Aged Rehabilitation speciality or similar.
- Demonstrated understanding of patient centred care and goal setting, with ability to advocate on behalf of the patient for high quality personalised clinical care.
- Demonstrated clinical nurse leadership skills which support and enable the professional voice of nursing colleagues within the MDT environment.
- Demonstrated experience and ability to facilitate complex discharges in collaboration with the MDT and to liaise with external agencies in relation to patient flow.
- Advanced interpersonal communication and networking skills inclusive of oral, written, and presentation skills across a range of audiences, with high level computer literacy in use of MS Office applications and other relevant health databases.
- Demonstrated understanding of quality improvement principles and frameworks including unit/service-based projects, initiatives and hospital accreditation processes e.g., National Standards and WHS Profile
- Understanding of clinical performance measures at unit level and their context at hospital level, e.g., clinical patient outcomes (FIM), length of stay, public/private patient mix etc.

Employee		Managers Name:	Jane Hookway
Name:		Title	NUM
Date:		Date:	

Signature:		Signature:	
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JOB DEMANDS CHECKLIST

Job Title: Clinical Care Coordinator
 Department: Nursing
 Assessor: Jane Hookway
 Date of Assessment review: April 2025

Service/Unit: War Memorial Hospital
 Manager / Supervisor: Nursing Unit Manager
 Date of Assessment: April 2024

Definitions:

★ Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional – activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements.
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sitting	Remaining in a seated position to perform tasks			X			
	Standing	Remaining standing without moving about to perform tasks		x				
	Walking	Floor type: even/uneven/slippery, indoors/outdoors, slopes			x			
	Running	Floor type: even/uneven/slippery, indoors/outdoors, slopes	x					
	Bend/ Lean Forward from Waist	Forward bending from the waist to perform tasks		x				
	Trunk Twisting	Turning from the waist while sitting or standing to perform tasks		x				
	Kneeling	Remaining in a kneeling posture to perform tasks	x					
	Squatting/ Crouching	Adopting a squatting or crouching posture to perform tasks	x					
	Crawling	Moving by crawling on knees & hands to perform tasks						x
	Leg/ Foot Movement	Use of leg and or foot to operate machinery	x					
	Climbing (stairs/ladders)	Ascend/ descend stairs, ladders, steps, scaffolding			x			
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg			x			
		Moderate lifting & carrying – 10 – 15kg		x				
		Heavy lifting & carrying – 16kg and above	x					
	Reaching	Arms fully extended forward or raised above shoulder	x					
	Pushing/ Pulling/ Restraining	Using force to hold/restrain or move objects toward or away from body						
	Head/ Neck Postures	Holding head in a position other than neutral (facing forward)						x
	Hand & Arm Movements	Repetitive movements of hands & arms			x			
	Grasping/ Fine Manipulation	Gripping, holding, clasping with fingers or hands		x				
	Work at Heights	Using ladders, footstools, scaffolding, or other objects to perform work	x					
	Driving	Operating any motor-powered vehicle		x				

CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sight	Use of sight is an integral part of work performance e.g., viewing of X-rays, computer screen				x		
	Hearing	Use of hearing is an integral part of work performance e.g., telephone enquiries				x		
	Smell	Use of smell is an integral part of work performance e.g., working with chemicals		x				
	Taste	Use of taste is an integral part of work performance e.g., food preparation						x
	Touch	Use of touch is an integral part of work performance		x				

CRITICAL ★	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g., emergency or grief situations		x				
	Aggressive & uncooperative people e.g., drug/alcohol, dementia, mental illness		x				
	Unpredictable people e.g., dementia, mental illness and head injuries		x				
	Restraining Involvement in physical containment of patients/clients						x
	Exposure to distressing situations e.g., child abuse, viewing dead/mutilated bodies	x					

CRITICAL ★	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	x					
	Gases Working with explosive or flammable gases requiring precautionary measures						x
	Fumes Exposure to noxious or toxic fumes						x
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals. requiring PPE						x
	Hazardous substances e.g., dry chemicals, glues	x					
	Noise Environmental/background noise necessitates people to raise their voice. to be heard	x					
	Inadequate lighting Risk of trips, falls or eyestrain	x					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work. day in sunlight						x
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						x
	Confined spaces Areas where only one egress (escape route) exists						x
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	x					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips. & falls	x					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						x
	Biological hazards e.g., exposure to body fluids, bacteria, infectious diseases	x					

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: Date:/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: Date:/...../20....