



Position Description

Position Title:	HARP Chronic Disease management nurse Health Independence Program (HIP)
Award/classification:	Nurses and Midwives (Victorian Public Health Sector), Community Health Nurse 3B
Directorate:	Community Services
Reports to:	Community Services Program Manager
Direct reports:	Nil
Effective date:	November 2018

Overall Position Purpose

HIP aims to assist clients with chronic diseases and complex care needs to optimise their health outcomes and to reduce preventable use of emergency departments and inpatient services in hospitals. HIP provides timely comprehensive assessment, care-planning, service coordination and short-term intervention to clients who are at risk of readmission to hospital or representation to Emergency.

The Chronic Disease Management Nurse position will receive referrals and action plans from the HIP Clinical teams and will provide phone support to clients to achieve maximum outcomes using skills in motivational interviewing and promoting self-management.

This position will work collaboratively within Northern Health HIP to provide high quality communication and team support with focus on the reduction of preventable hospital readmissions

This position contributes to the success of DPV Health by operating as a Chronic Disease Management Community Health Nurse within the Community Services team.

Duties and Responsibilities

Service Delivery – Client Experience (add more specific points as needed – this section is the specific about the actions of the role)

- Provide support to clients via phone focusing on self-management based on care plans/action plans
- To work with clients via the phone using motivational interviewing skills to promote self-management of the individuals chronic disease.
- To attend meetings and case conferences as required across different sites
- To communicate and liaise with multiple team clinicians
- To be able to identify a client in crisis and escalate appropriately
- Ensure client privacy is maintained and appropriate client records are kept
- To meet, and strive to exceed, personal and workgroup targets for Key Performance Indicators as set from time to time by DPV Health and/or funding bodies. Maintaining data reporting as per HIP requirements using the HMS computer program is a key component of this.
- To participate in supervision as required.
- To utilise professional development opportunities and self-learning.
- Support and contribute to service delivery growth and development opportunities
- Support quality improvement processes identified as relevant to the service delivery area
- commitment to partnering with consumers to facilitate effective engagement and participation with quality outcomes and improvements
- Identify and continually improve service delivery from a client, quality and organisational view

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Reporting, Systems and Analytics

- Provide high quality concise and timely reports as required
- Actively use and promote the use of DPV Health systems such as VHIMS, MyBookings, ESS, e3, Gemba, Trim and others
- The capacity to learn Northern health electronic record systems (for example HMS, CPF IPM).
- Continually review service/support provided to analyse success and areas of improvement

Financials, Budgets, Targets, Funding

- Achieve targets / budgets for your program

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct
- Demonstrated sensitivity to Culturally and Linguistically Diverse (CALD) individuals and communities.
- Demonstrated commitment to access and equity for individuals from disadvantaged communities.

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively addressed new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation

DVP Health Requirements

- Current Victorian drivers licence
- Valid Working with Children's Check (valid for 5 years from the date of issue)
- Disability closure scheme statement
- Satisfactory Police Check (valid for 3 years from the date of issue)
- Occasional after hours and weekend work may be required
- Travel between sites is required
- Specific tasks and functions of this role will be detailed through objectives and key performance areas
- For service delivery roles = registered for or will be registered as a MBS provider

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Authority

The occupant of this position has authority as per the delegation manual.

Qualifications Required or Desirable:

- Current AHPRA registration Division 1 nurse.
- Cardiac, respiratory, HIV, Renal or, Diabetes background will be well regarded.

Work Experience, Skills and Behaviours (Key Selection Criteria):

In order to succeed in this position, it is expected that you will have:

- As a Community Health organisation our clients place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining a high standard and quality of work and ethics. You are motivated to do what is right legally and morally.

Essential

- Experience in community nursing and/or nursing in chronic disease management
Current AHPRA registration Division 1 nurse.
- Excellent communication skills including an ability to work with GPs, hospital staff and community health staff.
- A current Victorian driver's licence.
- Cardiac, respiratory, HIV, Renal or, Diabetes background will be well regarded.
 - a. Demonstrated high level of knowledge of community, residential and acute/subacute services that support clients with chronic disease and complex needs
 - b. Demonstrated high level problem solving and planning ability
 - c. Knowledge in motivational interviewing and principles of client self-management
 - d. Experience in conflict management/negotiation
 - e. Act as a patient advocate to ensure consumer participation in all care/service planning
 - f. Flexible and change oriented
 - g. Demonstrated ability to meet clinical targets, manage workload efficiently and establish priorities
 - h. Demonstrated ability to work effectively within an interdisciplinary team and to liaise constructively and effectively with multiple service providers

Desirable

- An understanding of HIP data reporting requirements and computer systems
- Knowledge of the Health Independence Program (HIP) guidelines(HARP)
- Training and experience in Advanced Care Planning
- Knowledge of both acute and primary health services
- Extensive knowledge of community support services and funding
- An ability to work both independently and as a team member across Northern HIP partner organisations

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