



POSITION DESCRIPTION

Position Title:	High Risk Foot Service Care Coordinator
Commencement / Last Date Reviewed:	May 2019
Reviewed By:	Acting Director Community Health, Partnerships and Well Ageing
EBA:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016 - 2020 OR Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 - 2020

ORGANISATIONAL STRUCTURE

Role / Team	Area	Direct Reports
Community	Community Health, Partnerships and Well Ageing Division	NIL
EBA Classification	Reports To	Professional Accountability
Nursing Gr3 (YT11-YT12), Podiatrist/Allied Health Gr2 (CM7-CV8)	Senior Podiatrist	Director Community Health, Partnerships and Well Ageing

OUR VISION

To Be Recognised Leaders In Rural Health Care

OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

POSITION PURPOSE

This position has responsibility for care coordination support and clinical intervention for the Northeast Health Wangaratta (NHW) High Risk Foot Service. The NHW High Risk Foot Service is a collaborative high risk foot service that aims to be an exemplary service recognised for its excellence in managing complex patients with foot and lower limb related pathologies.

The service's goal is to provide an evidence-based integrated and multi-disciplinary service and pathways to manage patients, who have and who are at risk of developing foot and lower limb wound complications through the early identification (where possible) and the effective management of the high risk foot. This is aimed to then ultimately reduce high risk foot hospital admissions, decrease overall length of inpatient stay, minimise the incidence of ulceration and amputation and enhance patient's quality of life.



RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

PERFORMANCE AREA	RESPONSIBILITY
Core Role	<ul style="list-style-type: none"> - To support the goal orientated multidisciplinary and cross program and service care of patients. - To ensure all aspects of clinical practice and delivery of care are consistent with NHW standards. - To ensure appropriate planning and documentation for all patients activities. - To support communication systems which enhanced patient care delivery and unit functioning. - To participate in appropriate research, education and development activities, - To work within a multidisciplinary team to support the diagnosis and treatment of limb threatening foot disease in patients with diabetes and other high risk foot pathologies. - To maintain standards that are consistent with professional responsibilities. - Utilise clinical skills and knowledge to initiate alternative approaches to patient care - Promotes an environment where the patients/family/caregivers response to care is integrated into planned care. - Accept responsibility and accountability for patients care consistent with clinical skills - Integrate theoretical knowledge with clinical expertise to ensure delivery of safe patient care in high risk foot service assessment, planning and care. - Recognise and report abnormal patient findings/diagnostic data and instigates appropriate clinical actions. - Demonstrates a current knowledge of NHW's emergency procedures and updates skills annually. - Demonstrates a working knowledge and understanding of the clinical application for all unit equipment. - Ensure all new team members to the unit are provided with appropriate support and supervision. - Attend meetings and in-service activities deemed necessary by the high risk foot service. - Ensure a positive attitude and flexible approach to work to ensure comfort, effectiveness and accessibility for client and health service providers. - <p>KPI for this section</p> <ul style="list-style-type: none"> - Evidence of articulate and effective monthly output of required tasks. - Clear communication systems to inform the NHW management of current activity, demand and other issues arising. - Evidence of training participation. - Participate in annual performance appraisal. - Complete all mandatory organisational competencies. -
Quality & Innovation	<ul style="list-style-type: none"> - Identifies areas where planning and documentation can be improved to facilitate - Positive patient care outcomes - Participates in interdisciplinary patient care conferences - Participates in Quality Improvement Programs as required - Organises and prioritises care considering individual patients needs and overall unit activities - Ensures continuity of care is provided by liaising with intra-hospital services and relevant community agencies - Respects and promotes an individual opinions and beliefs by practicing in a non-judgemental manner to uphold the patient's rights and dignity



	<p>KPI for this section</p> <ul style="list-style-type: none"> - Monthly output completed and achieved. - Participation in Monthly Accountability Meetings with Director. - Evidence of system innovation where appropriate to maximise service delivery and reflect clinical programs activity. - Maintain reporting schedules. - Provide timely production of required tasks. - All clinical and administrative tasks completed and opportunities for improvement explored.
People Learning and Research	<ul style="list-style-type: none"> - Promotes, supports and participates in unit and hospital education programs including orientation - Participates in, and supports approved research programs within the unit - Participates in annual performance appraisals and identifies learning needs through personal and professional objectives
	<p>KPI for this section</p> <ul style="list-style-type: none"> - TBC
Employee Obligations-OHS	<ul style="list-style-type: none"> - Participate in the development of a safe and healthy workplace. - Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures. - Co-operate with management in its fulfilment of its legislative obligations. - Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation. - To report any injury, hazard or illness immediately, where practical to their supervisor. - Not place others at risk by any act or omission. - Not wilfully or recklessly interfere with safety equipment.

WORKING RELATIONSHIPS

INTERNAL

- Director Community Health, Partnerships & Well Ageing
- Other organisational leadership staff and service partners
- NHW Staff

EXTERNAL

- Service partners
- Other health service providers
- Patients and patients families and carers

KEY SELECTION CRITERIA

Essential

- Current allied health or nursing qualification and current registration with AHPRA (as required)
- Ability to apply evidenced based practice
- Sound or developing clinical wound knowledge
- Demonstrated skills and experience in chronic care coordination, health coaching and/or chronic care self-management practice.
- Advanced oral and written communication and conflict resolution skills
- Demonstrated commitment and ability to work as a member of the health care team
- Demonstrated commitment to ongoing education of self and colleagues
- Demonstrated knowledge and commitment to Quality Improvement

All staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas



Standards of Behaviour

Above the line Our staff will always:

Below the line Our staff will not:

Caring

Show compassion to all people
 Demonstrate empathy and understanding
 Work as part of the team
 Mentor others
 Provide encouragement to others
 Care for others the way they would like to be cared for themselves

Be disrespectful
 Be self-centered
 Have inappropriate conversations with others
 Display rudeness

Excellence

Commit to the NHW Hardwiring Excellence expectations
 Have the courage to question what we do
 Persevere to do the best job they can
 Strive continuously to improve
 Be professional and enthusiastic
 Maintain customer focus

Give up
 Demonstrate a 'can't-do' attitude
 Accept mediocrity
 Be unreliable
 Pass the buck
 Ignore feedback given by patients or colleagues

Respect

Maintain confidentiality and privacy
 Listen to others and accept differences
 Be punctual
 Respond courteously
 Greet all people by saying hello, smiling and introducing themselves
 Be culturally informed and sensitive
 Respect diverse opinions

Be sarcastic
 Bully, harass or display aggression
 Be judgmental
 Withhold information
 Contribute to rumours
 Leave an untidy workplace

Integrity

Be open and honest
 Lead by example
 Be responsible and accountable for their own actions
 Stand up and take action
 Escalate issues or behaviors of concern

Be arrogant
 Be dishonest
 Be hypocritical
 Avoid responsibility
 Allow unacceptable behavior

Fairness

Demonstrate consistency
 Treat people equally
 Be considerate and understanding
 Be collaborative and collegial

Discriminate against others
 Demonstrate favoritism and exclusion
 Refuse to assist others with their workload

Acknowledged By Employee

Name

Date

Signature