

POSITION DESCRIPTION

Position Title:	Neurological Care Coordinator
Department:	Nursing or Allied Health - dependent on qualification
Location:	Royal Rehab Private Petersham, 275 Addison Rd, Petersham, NSW

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	No
Vaccination Category required:	Category A
Online Driving Record Check required:	Yes
NDIS Worker Screening Check:	Yes

Position Purpose:
<p>The Neurological Care Coordinator will be a member of the multidisciplinary team and facilitate the continuity of care for patients with a neurological diagnosis and their care givers. The position is to assist the patient to navigate through their rehabilitation journey across all services ie. from inpatient rehabilitation, day program, discharge to the community and re-entry at any point as required. They will be the link between the patient, their families, health care professionals, and community partners. They will be a proactive member of the multidisciplinary team who contributes to the person's rehabilitation goals. They will collect data referencing the Stroke Guidelines and ensure compliance with evidence based best practice.</p>

Organisation Context:
<p>Royal Rehab Private Petersham is a 34-bed private hospital specialising in multidisciplinary medical rehabilitation for both inpatients and day patients. Specialty programs include stroke and neurological rehabilitation, orthopaedic rehabilitation and reconditioning.</p>

Organisational Relationships:	
Reports to:	Director of Clinical Services
Responsible for:	N/A

Performance Review & Development Planning:
<p>Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter.</p>

Qualifications, Skills & Experience:
Essential

- Registered Nurse or Allied Health professional (APHRA)
- Minimum 5 years full time equivalent post registration experience with at least 3 years full time equivalent in the field of Rehabilitation/ Neurology
- Demonstrated ability to communicate effectively with all staff, patients/clients, visitors
- Demonstrated ability to participate within a multidisciplinary environment
- A commitment to professional development
- Computer literacy
- Excellent customer service skills.

Key Internal & External Relationships:

Internal	Director of Clinical Services, Allied Health Manager, Nurse Unit Manager (NUM), Multidisciplinary team, Medical Officers, Rehabilitation Coordinators.
External	Visitors, GPs, support groups e.g., NSW Stroke association, Parkinson's NSW

Delegations/Authority

Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy

Key Responsibility Areas

Key Area of Accountability	Specific Tasks and Responsibilities
Adopts a rehabilitative approach to the person	<ul style="list-style-type: none"> • Actively facilitate the involvement of the patient as a stakeholder in the multidisciplinary team and ensure that outcomes from multidisciplinary care meetings are incorporated into care plans and communicated with the patient. • Possess an awareness and knowledge of the continuum of care and stages of rehabilitation and services available. • Supports the development of knowledge and skills in significant others and carers through teaching and coaching. • Provide education and self-management interventions to patients and their families/carers to support their ongoing rehabilitation. • Maximises the person's safety and wellbeing. • Provision of upskilling with staff in clinical setting e.g joint sessions, peer support, supervision of junior staff members as required
Fulfils a management, advocacy and co-ordination role throughout the persons	<ul style="list-style-type: none"> • Co-ordinates the rehabilitation of the person/s to maximise outcomes. • Advocates on behalf of the person, significant others and/or carers. • Provides monitoring and surveillance, follow up phone calls and assistance to navigate access or re-entry into any service along the continuum of care. • Liaises with significant others and/or carers to support the achievement of the person's goals.

<p>rehabilitation journey.</p>	<ul style="list-style-type: none"> • Coordination of family meetings to provide collaborative multidisciplinary feedback, goal setting and discharge planning • Attends case conferences and provides feedback to the person. • Act as a conduit between services and ensure seamless transition of care by developing working relationships with all services. • Attends daily management meeting to discuss upcoming referrals, assessment information and admission details
<p>Monitors and actively participates in the pursuit of quality health care practices.</p>	<ul style="list-style-type: none"> • Takes responsibility for own professional development. • Contributes to the professional development of other staff and health professionals within rehabilitation via organisation of staff inservices, training sessions etc. • Adopts an evidence-based approach to all care. • Actively supports continuous improvement through participation in quality activities. • Keep abreast of current research and determine innovative and best practice neurorehabilitation opportunities for implementation at Royal Rehab Petersham and take a leadership role in implementation of those opportunities. • Maintains currency with annual mandatory education as determined by Royal Rehab • Collection of data referencing Stroke Guidelines • Coordination of data collection for all admitted stroke patients for analysis in the Stroke Foundations Stroke Audit. Analyse results, provide education as required and develop resources to improve service delivery to maximise patient outcomes. • Work in collaboration with relevant team members to build neurologically specific services within Royal Rehab Petersham using an evidence based approach to improve service delivery • Contribute to the organisation and implementation of equipment and assistive technology prescription to build and expand neurological service within Royal Rehab Petersham • Collaborate with marketing team to assist with external promotion of neurological events held throughout the year • Provide an End of Month Report Template to the DCS/ GM by the 5-business day end of month.
<p>Develops strong relationships with all services along the continuum of care.</p>	<ul style="list-style-type: none"> • Develops links with referring hospitals to assist with a smooth transition. • Develops an awareness and links with community services and support groups to assist with facilitating access. • External marketing of Neurological services. • Link with community Neurological services to promote services and develop awareness raising events and activities
<p>Assessment of neurological patient referrals</p>	<ul style="list-style-type: none"> • Liaison with referring hospitals regarding complex neurological referrals • Have thorough understanding of a wide range of neurological impairments • Use clinical reasoning and judgement to assess suitability of patient for inpatient rehabilitation

	<ul style="list-style-type: none"> • Provide clinical handover to management team following assessment and admission to inpatient rehabilitation
Short term accommodation	<ul style="list-style-type: none"> • Have thorough understanding of STA NDIS guidelines and procedures • May be required to negotiate costs and services based on NDIS price guide • Reviewing referrals • Admitting appropriate referrals • Provision of information to external providers • Act as liaison person for participants and carers throughout stay

GENERAL RESPONSIBILITIES	
Work Health and Safety	
<p>Royal Rehab Private Petersham is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> • Ensure that all potential hazards, accidents and incidents are identified and notified • Ensure your own safety and that of others 	
Equity and Zero Tolerance to Bullying, Harassment and Discrimination	
<p>Royal Rehab Private Petersham upholds the Federal and State government’s policies to bring equality in employment for all employees to assist them to achieve their full potential. Metro Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab Private Petersham it is your responsibility to:</p> <ul style="list-style-type: none"> • Deal with others in a fair and equitable manner free from harassment and discrimination • Ensure that a working environment free from sexual or any other harassment is recognised as a basic right 	
Principles of Multiculturalism	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> • Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language • Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required • Abide by the principles of the Multiculturalism Act 2000 • Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility 	
Code of Conduct	
<p>Royal Rehab Private Petersham requires a professional standard of behaviour from staff which:</p> <ul style="list-style-type: none"> • Demonstrates respect for the right of the individual and the community • Promotes and maintains public confidence and trust in the work of the Centre <p>The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information</p>	
Safety & Continuous Quality Improvement	
<p>All employees of Royal Rehab Private Petersham are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab Private Petersham participates in a number of relevant external accreditation and certification</p>	

programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab Private Petersham.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab Private Petersham’s values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine will all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people’s rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person’s perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab Private Petersham will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

Smoke Free Policy

Royal Rehab Private Petersham is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Private Petersham Policies and Procedures

It is a requirement that all Royal Rehab Private Petersham employees read, understand and adhere to Royal Rehab Private Petersham policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security

- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

Job Demands Checklist

Frequency Definitions

O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more than 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery					
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting	✓				
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about		✓			
Driving	Tasks involve operating any motor powered vehicle	✓				
Sitting	Tasks involve remaining in a seated position during task performance		✓			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended	✓				
Walking/running	Tasks involve walking or running on even surfaces		✓			
	Tasks involve walking on uneven surfaces	✓				
	Tasks involve walking up steep slopes	✓				
	Tasks involve walking down steep slopes	✓				
	Tasks involve walking whilst pushing/pulling objects	✓				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees					
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground					
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands	✓				
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓
Grasping	Tasks involve gripping, holding, clasping with fingers or hands	✓				
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing		✓			
Sensory Demands	Description					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations		✓			
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop	✓				

Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals	✓				
Taste	Tasks Involve the use of taste as an integral part of task performance					
Touch	Tasks involve the use of touch as an integral part of task performance	✓				
Psychological Demands	Description					
	Tasks involve interacting with distressed people			✓		
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited		✓			
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals	Description					
Dust	Tasks involve working with dust i.e. sawdust	✓				
Gases	Tasks involve working in areas affected by gas, or working directly with gases	✓				
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis	✓				
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal	✓				
Allergenic substances	Tasks involve exposure to allergenic substances	✓				
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment	Description					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight	✓				
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room					✓
Confined spaces	Tasks involve working in confined spaces					✓
Accident Risk	Description					
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping	✓				
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling	✓				
Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light					✓
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids	✓				
Other Issues	Description					
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment		✓			
Safety critical issues	Tasks involve responsibility for safety of others	✓				

Document Control (Hiring Manager use only)	
Effective Date: 23 February 2021	Authorised By: Stroke and Neurological Services Coordinator

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

Name

Signature

_____/_____/_____

Date