



POSITION DESCRIPTION

Position Title	Allied Health Care Navigator – Grade 3
Reports to (Title)	Head of Occupational Therapy (Discipline Specific Manager) and Project Lead Low Back Pain & Dizziness
Executive Director	Director of Allied Health
Department	Allied Health
Position Location	Cabrini Malvern
Award/Agreement	Cabrini Health – Health Professionals Agreement
Delegation of Authority Level	

Position Summary & Role Purpose

This Allied Health Care Navigator (Grade 3) role is designed to provide clinical care navigation for patients in the emergency department (ED) or if admitted to an inpatient ward. They will facilitate early allied health referral, identification of patient discharge needs and referral to other specialties (medical, nursing and community services) to support timely, co-ordinated care and reduced hospital length of stay (LOS).

The Allied Health Care Navigator (Grade 3) is a clinical expert within their profession (Occupational Therapy). They are responsible, as a clinical leader within their profession and within the framework of the Mission & Values, and Behaviours That Matter of Cabrini, for the leadership and implementation of the Low Back Pain (LBP) and Dizziness clinical pathways. This role will work closely with the Emergency Department (ED) and Expedited Care Unit (ECU) physicians, nursing staff/NUM, allied health staff, geriatricians and other key medical staff.

This Allied HealthCare Navigator (Grade 3) role will have two components:

A. PRIMARY ROLE

This position will have a **Primary role** working with patients who are **located into ED/ECU** to:

1. Support patients presenting to ED with conditions of LBP and dizziness. They will ensure patients are immediately identified and placed onto the relevant clinical care pathway with the aim to lead care navigation so that where possible these patients are managed within the ED &/or ECU with a hospital stay of <24hr.
2. Support the LBP and dizziness patients who are admitted to the ward (either from the ED/ECU or as a direct admission) to be managed as per the relevant clinical care pathways, providing leadership and co-ordination to ensure LOS is minimised and in line with target.
3. Provide support for patients presenting to the ED/ECU with other conditions where a clinical care pathway is utilised, by providing clinical care navigation to facilitate early allied health referral, early identification of discharge needs and early referral to other specialties (medical, nursing and community services) to support timely, co-ordinated care and reduced ED LOS.

B. SECONDARY ROLE

This position will have a **Secondary role** working with patients who are **located on other admitted wards** to:

1. Support care navigation of those patients within the acute wards identified with an extended length of stay.

2. Identify current discharge barriers and lead implementation of strategies to address these to support safe, effective discharge.
3. Lead engagement of necessary key personnel, co-ordinate communication across medical, nursing and allied health where required, provide guidance of available and appropriate community supports and equipment needs to assist staff knowledge and action.

This secondary role is likely to include other medical patient cohorts and will work in collaboration with other hospital-wide initiatives targeting medical LOS currently being implemented across Cabrini.

Key Result Areas

1. Professional Leadership

Provides and possesses specialist current clinical knowledge and skills and applies this to lead and develop individuals and teams in clinical practice.

- 1.1 Demonstrate clinical expertise through knowledge of research, new developments and evidence-based practice in stream and discipline-specific and related areas.
- 1.2 Provides a clinical consulting role to both internal and external customers.
- 1.3 Maintains a current knowledge of factors affecting healthcare and applies this knowledge to lead activities and projects which deliver improved service and health outcomes.
- 1.4 Participates in planning goals and objectives for relevant clinical services, as a member of the Allied Health team.
- 1.5 Acts as a role model for staff within the service and for Allied Health and other staff in general.
- 1.6 Acts as a role model for staff in promoting professional values and ethics in clinical practice.
- 1.7 Acts as a role model for staff in ensuring adherence to all Cabrini Policies, Procedures, legislative requirements, Mission, Vision, Values and Behaviors That Matter, and considers their impact on wider clinical issues and practices.
- 1.8 Represents the profession and stream in a clinical area of specialty and as required, Allied Health within and external to the organisation.
- 1.9 Initiates and leads working parties, committees and internal and external forums at a discipline and Cabrini-wide interdisciplinary level, as appropriate.
- 1.10 Assists in raising the profile of the profession and Allied Health within and external to the organisation.
- 1.11 Demonstrates leadership of undergraduate student programs and training, maintains close working relationships and pursues teaching opportunities with clinical schools.
- 1.12 Leads and develops highly performing teams.

2. Service Provision.

Contributes to the delivery of high quality, compassionate, competent clinical services in existing Cabrini inpatient, home and community-based services including:

- 2.1 Initiates and promotes innovative clinical practice on all levels.
- 2.2 Uses an evidence-based, problem-solving approach to clinical care and service development and training programs.
- 2.3 Initiates opportunity for, and participation in, the evaluation of clinical practice.
- 2.4 Develops systems and processes, including policies and procedures, and clinical practice guidelines which support the standardisation of clinical services across Cabrini.
- 2.5 Develops and reviews clinical, discipline-specific and inter-disciplinary policies and procedures, and encourages participation of other staff in this process.
- 2.6 Initiates, implements and evaluates research and encourages staff to participate in research and quality projects.
- 2.7 Promotes research via publication or presentation at internal and external forums and encourages other staff to do so.
- 2.8 Integrates knowledge from higher-level studies into the development and implementation of practice and program initiatives.

- 2.9 Integrates strategic direction and knowledge of unmet needs and demonstrates strong skills in gap analysis to plan and implement relevant activities, projects and professional development activities.
- 2.10 Promotes the principles of quality throughout the clinical service and ensures active participation in Cabrini Health quality activities.
- 2.11 Identifies and implements quality initiatives, leads inter-disciplinary service, campus, Allied Health and Cabrini quality activities.
- 2.12 Deals appropriately with patient and staff feedback.
- 2.13 Contributes to and demonstrates accountability in the development of individual, service, campus, Allied Health and Cabrini Annual Quality and Business Plans.
- 2.14 Actively contributes to preparation for and achievement of Accreditation Standards and leads aspects of preparation as directed.
- 2.15 Demonstrates a clear understanding of the strategic direction of Cabrini and its Mission, Vision and Values, as well as the key issues within the private health system.
- 2.16 As appropriate, facilitates the process of change within the Service/Program.
- 2.17 Initiates, organises staffing, programs and projects, as delegated within role by the Manager.
- 2.18 Liaises and seeks supervision from the Manager with respect to discipline and program strategic direction and offers support to the Manager in their role.

3. Resource Management

Is responsible for the efficient management of resources, both human and material and actively seeks opportunities to improve revenue and ensure services are efficient.

- 3.1 Ensures the provision of clinical services is responsive to the needs of Cabrini and within budgetary constraints.
- 3.2 Utilises and reports on an agreed KPI suite to demonstrate effectiveness, efficiency, and consumer and staff satisfaction.
- 3.3 Within their clinical specialty, utilises information and reporting systems to inform decision-making and management of clinical practice.
- 3.4 Actively seeks opportunities to develop services that increase revenue potential.
- 3.5 Consults the Manager in all decisions relating to allocation of financial resources.

4. Staff Management and Teamwork

Seeks to foster a work environment which enhances partnership, teamwork and co-operation.

- 4.1 Ensures good communication, effective relationships and teamwork between peers and other clinical staff and services.
- 4.2 Effectively negotiates conflict resolution, including using management 'by fact' principles in problem solving.
- 4.3 Supervises and supports, as delegated, Grade 2 and junior allied health professional staff and allied health assistants.
- 4.4 Provides support to other staff and services to deliver evidence-based practice.
- 4.4 Manages and provides assistance to others in prioritisation and completion of tasks, including timely response to referrals, completion of statistics and projects.
- 4.5 Demonstrates leadership in staff meetings, including assuring staff attendance, the identification of achievements, relevant issues and unmet needs, providing a forum for open communication and chairs department specific meetings.
- 4.6 Demonstrates a willingness and capacity to deputise for the Manager.

5. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

6. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

7. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational and External Relationships

Organisational Relationships:

Allied Health Care Navigator (Grade 3) reports to the Occupational Therapy Manager, Cabrini and will:

- Be accountable to the Manager for the provision of clinical services as delegated.
- Maintain effective working relationships with other allied health professional staff and Managers, medical and nursing staff.

- Work closely with the Project Lead for LBP and Dizziness project to ensure project role deliverables are achieved
- Consult closely with the Cabrini Institute and Cabrini Education and Staff Development Department regarding evaluation of the relevant clinical services.

External Relationships

- Works collaboratively with discipline specific services of other relevant organisations to establish effective relationships and foster innovation and benchmarking.
- Establishes effective relationships and collaborates where appropriate with other community-based agencies, including GPs, to support effective and efficient patient management.
- Promotes and fosters good public relationships with the community and the health care industry.
- Participates and demonstrates leadership in relevant industry forums that promote networking and foster collaborative relationships.
- Develops and fosters collaborative relationships as appropriate with teaching organisations to support postgraduate and undergraduate teaching and training opportunities.

Committee Membership

The Allied Health Care Navigator (Grade 3) will participate as a member of the following committees:

- As directed by the Manager and/or Project lead for LBP & Dizziness Project

Staff Development

The Allied Health Care Navigator (Grade 3) will demonstrate a commitment to the personal and professional development of self and staff.

- Fosters a culture of learning and continuous development within the discipline-specific specialty and clinical stream.
- Leads and contributes to a clinical professional development program for the specialty and the discipline and as required, other services.
- Integrates strategic direction with knowledge of gap analysis to plan and implement relevant internal and external professional development activities.
- Fosters and develops professional competency, as relevant, of discipline specific staff and assists in the formulation of professional goals and objectives for direct reports.
- Ensures performance reviews of direct reports are undertaken in line with Cabrini Health policy.
- Develops an annual performance agreement with the Manager, which includes agreed targets based on the duties and responsibilities in this position description.
- Carries teaching role within discipline-specific field of expertise offering mentoring, consultation role and formal presentations or workshops and plans, participates and supports staff to actively engage in Cabrini Health and external education and research strategies.
- Acts as a role model to staff by demonstrating a strong commitment to professional development to ensure currency of integrated clinical knowledge.
- Leads and implements a learning culture within the discipline-specific and stream specialty.
- Liaises and seeks supervision from the Manager with respect to own performance, professional development and expectations.

Key Performance Indicators and Key Competencies

Key Performance Indicators

- Clinical workload will be allocated in accordance with enterprise agreement but may be tailored to individual role requirements.
- Compliance with Allied Health Triage Policy to meet response time to referrals.
- Contributes to at least two professional activities or Cabrini initiatives per annum.
- Initiates/leads at least one evidence-based quality, research or service development activity that can be submitted as an abstract to an appropriate body per annum.

- Meet all other discipline-specific and relevant Allied Health Key Performance Indicators and compliance with discipline specific policies and guidelines such as reducing length of stay,

Key Competencies

ESSENTIAL

Educational/Vocational Essential

- Recognised tertiary qualification in Occupational Therapy
- Post graduate qualification (Masters level) in one of Occupational Therapy, Public Health, Research and/or Health Management or working towards same.

Registration

- Current registration (as appropriate) or eligible for membership of Occupational therapy Australia
- Current registration with AHPRA.

Experience

- Well consolidated post-graduate experience in a relevant clinical stream (minimum of 7 years) e.g. acute medical care, emergency department (ED), general medicine/aged care and/or care-co-ordinator role in an acute hospital.
- Demonstrated clinical expertise and leadership in a highly specialised area of clinical practice relevant to the position.
- Demonstrated ability to deliver innovative service provision, and facilitate and drive change
- Demonstrated experience in the initiation, design and implementation of research and quality improvement activities.
- Delivery of high quality, comprehensive interdisciplinary assessment, intervention and discharge planning
- Experience and leadership in coordinating patient care with strong stakeholder engagement
- Demonstrated effective interpersonal, written and verbal communication skills
- Experience in problem solving and benchmarking.
- Experience in a range of administrative and clinical support areas including teaching and training of own discipline and to other disciplines.
- Experience in supervision and mentoring of staff and student supervision and teaching (under-graduate and/or post-graduate).
- Established skills in organisation, planning and priority setting.
- Demonstrated understanding and commitment to the principles of continuous quality improvement.

Knowledge

- Knowledge of Cabrini's Mission, Vision and Values and Behaviours that Matter.
- Current knowledge of clinical, continuous improvement, and research methodologies.

Personal Abilities

- A high level of interpersonal, communication and relationship development skills in all professional domains of practice, and at all levels of the organisation.
- Demonstrated confidence in performance management, conflict resolution and negotiation
- Demonstrated capacity to inspire, influence and motivate staff and to contribute to a positive and compassionate organisational culture.
- Demonstrated ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes.

- Demonstrated ability to undertake professional supervision and/or mentor professional staff and to promote professional competence in staff.
- Demonstrated ability to develop highly performing teams.
- Demonstrated flexibility, innovation, creativity and optimism.
- Demonstrated understanding of and capacity to deliver a high-quality patient / customer service.
- Demonstrated ability to develop evidence based and innovative practices.
- Demonstrated ability to perform effectively under pressure and to prioritise workloads.
- An understanding of the role of other allied health disciplines in an acute hospital setting

Desirable

- International / national publications and conference presentations.
- Leadership / participation in significant clinical research.
- Lecturing in a discipline specific specialty.
- Co-ordination and responsibility for student programs and liaison with university clinical educators.
- Currently working in an care co-ordinator/interdisciplinary role or equivalent

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment

Cabrini Mission, Values and Vision

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families

- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services” which is translated into our quality goals of 100% right care, 100% patient satisfaction and 100% staff engagement.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or Human Resources

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning

We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved:

Director of Allied Health

Date