

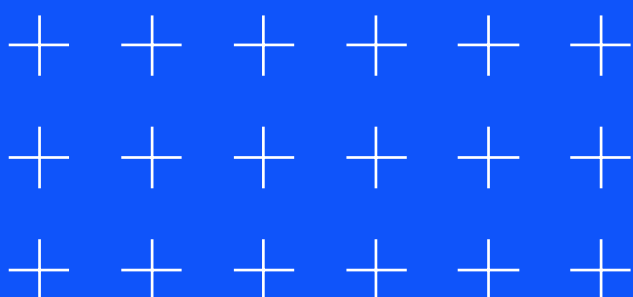


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Progression of Care Navigator

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
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- Identify appropriate and patient-centred discharge plans, in collaboration with the MDT, patient and their family.
- In collaboration with ward teams, actively strive to deliver n and improve inpatient ward NEAT performance, by ensuring key tasks are completed to enable this and that there are standard ward practices for this e.g. Transit Lounge utilisation, criteria led discharge.
- Drive and support routine discussion and accurate documentation of key components of the patient journey board including EDD and discharge destination.
- Ensure timely completion of referrals in collaboration with the ANUM and MDT, including both internal services (e.g. allied health) and external services (e.g. Post Acute Care).
- Liaison with internal services such as pathology, medical imaging and the transport coordinator to ensure prioritisation of patients for discharge.
- Identification and referral of patients appropriate for Transit Lounge the following day.
- Close collaboration with medical staff to ensure timeliness of discharge prescription and discharge summary completion.
- Identification of patients who may be appropriate for Criteria Led Discharge.
- Documentation of above interventions using standardized PCN documentation.
- Facilitation of straightforward interstate or international repatriation
- Contribute to ongoing education and involvement of ward team, including medical, ANUMs and bedside nursing staff in discharge planning.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Participate in Tier 1 huddles and escalate any barriers to discharge to the DCC via the Team Leader.
- Support processes to ensure that iPM is updated and CAFM (cleaning) requests are entered immediately after the discharged patient exits the bed.
- Maintain awareness of patients on the ED access board awaiting a bed on the PCN's allocated ward.
- Liaise with internal and external services such as RMH@home acute and subacute, CLRAAC, referring acute hospitals to escalate barriers to discharge home, discharge to the next destination and post-discharge care.
- Meets organisational and local KPIs pertaining to access and activity and provide a monthly report about variances against targets and the actions to address performance.
- Refers patients to complex discharge planning teams e.g. Flying Squad as required.
- Act as a resource for the ward team about good practice discharge planning and the services available to meet the ongoing needs of the patients on discharge.

Internal

- ## External

- General Practitioners
- External primary and community care services

Formal Qualifications:

- ### Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- At least 5 years' clinical experience in acute and/or sub-acute healthcare settings
- Relevant clinical experience and understanding of safe discharge principles
- Good operational understanding of health service discharge processes and metrics (EMR dashboards, IRIS)
- Flexibility to adapt to different clinical wards and units and support the Progression of Care Navigator team.
- Experience navigating discharge for patients in a complex health and community service system including high level skills in comprehensive assessment; discharge planning and counselling.
- Excellent communication skills and ability to engage a wide range of stakeholders
- Demonstrated ability to work collaboratively and demonstrated leadership qualities.
- Demonstrated negotiation and influencing abilities
- Commitment to continued professional development
- Ability to manage a demanding workload, and effectively prioritise tasks.

- Experience in a leadership role or e.g. shift leader, ANUM or equivalent
- Relevant post graduate qualifications or working towards same

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

- As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

- We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

- RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

- We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

- Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Date _____