

# Clinical Care Coordinator – Malmsbury Youth Justice

<b>position number</b>	PXXXX
<b>status</b>	Full Time, fixed term (TF)
<b>network</b>	Services
<b>agreement</b>	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 - 2024
<b>classification</b>	ZJ1 Community Health Nurse [over award]
<b>reports to</b>	Nurse Unit Manager
<b>functional relationships</b>	<p>Nurse Unit Manager</p> <p>Clinical Services Officer (CSO)</p> <p>Internal and External Healthcare Providers</p> <p>cohealth clinical and non-clinical staff</p> <p>Key community organisations</p> <p>Justice Health</p> <p>Operations Lead - cohealth</p> <p>Department Justice and Community Safety (DJCS) staff</p> <p>Clinical Services Manager</p> <p>Support Services Manager</p> <p>General Practitioner</p>

<b>about us</b>	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and in regional locations in Victoria and Tasmania.
<b>what we do</b>	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
<b>our organisation</b>	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.

**our people**

People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.

**diversity and inclusion**

We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click [here](#)

**network overview**

**Services Network**

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, northern and western suburbs; and rural locations across Victoria and Tasmania.

**business unit overview and position overview**

Malmsbury Youth Justice Precinct is a regional youth custodial facility located in central Victoria, approximately 95km north-west of Melbourne, accommodating young people aged 17 to 24.

The precinct recommenced operations on 30 April 2026 following a period of decommissioning and is currently in a phase of service establishment and growth. Malmsbury Youth Justice is undergoing expansion and is expected to accommodate up to 75 young people as service capacity increases.

The Clinical Care Coordinator is responsible for coordinating patient assessments from the point of transfer from front-end prisons through to discharge planning. The role plays a key part in coordinating wrap-around care, supporting the Malmsbury CSO with medical appointment scheduling, and facilitating effective communication between internal stakeholders.

The Care Coordinator attends, delegates, or provides updates for all relevant care team meetings, and participates in service and multidisciplinary meetings as required. The role is responsible for reviewing all healthcare plans in line with Justice Health Service Specifications.

The Care Coordinator provides oversight of, and leads, the discharge portfolio by driving coordinated discharge planning and supporting safe, timely transitions to the community.

The role also plays a vital part in ensuring young people are actively engaged with their GP and community health services, particularly in preparation for and following discharge, to support continuity of care.

## key accountabilities

<p><b>Service delivery</b></p>	<ul style="list-style-type: none"> <li>• Coordinates care planning and facilitate access to health services across medical, allied health, and mental health teams for young people in custody</li> <li>• Liaises with Movements and Youth Justice Operations to triage external appointments and health care needs for young people</li> <li>• Escalates concerns and advocates in health care meetings and Client Safety Reviews (CSRs), and delivers handovers to Youth Justice and Adult Custody services</li> <li>• Advocates for young people to ensure equitable access to healthcare services and their active participation in healthcare decisions</li> <li>• Manage the development and review of health care plans for young people in custody</li> <li>• Ensures the well-being and safety of patients by upholding values and principles that underpin best practice in patient care, education, and patient rights</li> <li>• Represents cohealth in all DJCS-driven placement and transfer meetings involving young people.</li> <li>• Demonstrates effective negotiation skills and conflict resolution when addressing difficult situations.</li> <li>• Performs other duties as required, within the scope of practice.</li> </ul>
<p><b>Collaboration and liaison</b></p>	<ul style="list-style-type: none"> <li>• Contributes to fostering a high-performing workforce that is trauma-informed, safety- and well-being-focused, outcome-oriented, collaborative, professional, and person-centred</li> <li>• Escalates clinical concerns to the Nursing Unit Manager and Support Services Manager when required</li> <li>• Works closely with Youth Justice staff to ensure integrated care approaches</li> <li>• Coordinates with external healthcare providers to arrange specialist appointments and follow-up care</li> <li>• Ensures smooth transitions for young people leaving custody by facilitating referrals and healthcare handovers</li> <li>• Promotes an environment of cooperation for continual improvement of team performance</li> <li>• Maintains productive multidisciplinary working relationships, effectively addressing challenging behaviours and resolving conflicts</li> </ul>
<p><b>Documentation and compliance</b></p>	<ul style="list-style-type: none"> <li>• Maintain accurate and up-to-date clinical records in accordance with documentation standards.</li> <li>• Support clinical audits, compliance checks, and quality assurance initiatives.</li> </ul>

<p><b>training and development</b></p>	<ul style="list-style-type: none"> <li>• Champion cohealth's preferred culture to meet cohealth's corporate objectives and to promote teamwork, employee development and empowerment to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's corporate values</li> <li>• Maintain clinical and data-based knowledge, skills, qualifications, accreditations, and registrations through participation in professional development activities</li> <li>• Conduct or contribute to feedback to staff on their performance including performance development planning (where relevant)</li> </ul>
<p><b>quality and continuous improvement</b></p>	<ul style="list-style-type: none"> <li>• Ensure adherence to infection control, medication management, and clinical risk mitigation practices. quality and continuous improvement</li> <li>• Participate in clinical review meetings and contribute to service development initiatives.</li> <li>• Assist in the development and implementation of protocols to improve service efficiency and clinical care/ referral pathways. Monitor and evaluate healthcare outcomes, identifying areas for improvement.</li> <li>• Contribute to initiatives to improve infection control, medication management, and clinical risk mitigation.</li> <li>• Demonstrate knowledge of resources relevant to work area and act as a resource person for other team members</li> </ul>
<p><b>health &amp; safety compliance</b></p>	<ul style="list-style-type: none"> <li>• Understand and comply with the cohealth Workplace Health Safety and Wellbeing standards and the legislative requirements relevant to this position</li> <li>• Carry out duties in a manner that does not adversely affect own health and safety of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve Work Health &amp; Safety (WHS)</li> <li>• Maintain infection control in accordance with cohealth and Justice Health policy and procedures</li> <li>• Contribute to emergency response planning and crisis intervention strategies.</li> <li>• Identify and escalate risks related to clinical safety and service delivery</li> </ul>
<p><b>others</b></p>	<ul style="list-style-type: none"> <li>• Comply and adhere to all cohealth policies and procedures including code of conduct and values</li> <li>• Undertake special projects or tasks as required</li> <li>• Demonstrate flexibility/ responsiveness within professional practice/duties/ roles and assumes extra responsibility as required to meet organisational priorities</li> </ul>

## position requirements

- Current registration as a Registered Nurse with AHPRA
- Extensive experience working in a custodial setting or with at-risk youth populations.
- Working with Children's Check (WWCC)
- Successful candidates will be required to undergo a Department of Justice & Community Safety security clearance prior to commencement
- Victoria Police Check Current
- Victorian Driver's License
- Immunisation Category A and proof of COVID vaccination to be produced for sighting upon request

## key selection criteria

### Essential

- Minimum 5 years post graduate experience in relevant specialties
- Demonstrated effective clinical assessment skills and knowledge of referral process appropriate to the Clinical Care Coordination role
- Possess the ability to identify, adapt to, adopt and promote new processes and procedures in a rapidly evolving and changeable work environment
- A sound understanding of issues affecting young people, including – homelessness and housing, family violence, AOD, poor health and mental health, cognitive impairment, socioeconomic disadvantage
- Strong commitment to the rights and healthcare standards for young people in custody.
- High-level stakeholder engagement skills, including working with external healthcare providers and Youth Justice leadership.
- Strong clinical skills with experience in triage, care coordination, and chronic disease management.
- Ability to work effectively within a multidisciplinary team.
- Experience in case management, care planning, and liaising with external providers.
- High-level organisational and communication skills to ensure seamless service coordination.
- Strong belief and personal alignment in cohealth Values and Mission

### Desirable

- Demonstrated experience in working within the custodial system
- Clinical experience and knowledge within Mental Health and/or AOD Services
- Specialist clinical experience and knowledge in the management of psychosocial complex needs
- Demonstrated understanding of the primary health and custodial sectors, including current trends impacting health and social services, and experience applying a social determinants of health framework when working with marginalised and disadvantaged communities.
- Postgraduate qualifications in health administration or management, or health services management or equivalent industry experience will be highly regarded.

*cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.*

<b>document No:</b>	XXXX
<b>owner:</b>	Operations Lead, Parkville
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<b>approved by:</b>	Sally Wilcox