

## POSITION DESCRIPTION

### Clinical Care Coordinator

#### OVERVIEW

<b>Program:</b>	Sacred Heart Community
<b>Reports to:</b>	Sacred Heart Community Manager
<b>Supervise:</b>	Personal Care Assistants, Enrolled Nurses, Registered Nurses
<b>Date of Last Review:</b>	August 2018

#### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## **VISION**

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## **MISSION**

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### **We do this by:**

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## **PROGRAM INFORMATION**

Our Sacred Heart Community program provides residential aged care accommodation for 83 people, including respite, across two hostels located in Grey and Robe streets, St Kilda. We provide permanent accommodation and high-quality care for people who have experienced homelessness or social and financial disadvantage. All rooms are single-occupancy and include a bathroom. In addition, we offer a diverse lifestyle program that encourages residents to lead full lives by participating in a range of activities and engage with the local community. Residents are also actively involved in life at the hostels.

## **PURPOSE OF THE POSITION**

This position is responsible for coordinating the clinical care services as rostered for the 83 residential aged care beds across two sites.

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## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Residential Aged Care Services</b>	<ul style="list-style-type: none"> <li>▪ Assist the Management team to ensure accreditation of the Aged Care facilities with relevant accreditation body</li> <li>▪ Ensure that Residential Aged Care Services are delivered in accordance with Legislation, Standards and Guidelines for Residential Aged Care Services</li> <li>▪ Assist the Management team in the Implementation of the Aged Care Strategic Plan for Residential Aged Care Services</li> <li>▪ Assist in managing staffing levels according to resident care needs</li> <li>▪ The Clinical Care Coordinator will assume responsibility for the overall management of the site in the absence of the Residential care manager</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>▪ Coordinate and provide high quality, effective, responsive and caring Residential Aged Care Services to people with a history of homelessness and/or disadvantage</li> <li>▪ Supervise RN's, EEN's and care staff and liaise with Volunteers in accordance with the values of the organisation, the staff values and policies &amp; procedures of the organisation</li> <li>▪ Undertake assessment and documentation to support ACFI funding</li> <li>▪ Submit ACFIs and working towards maximising funding</li> <li>▪ Perform staff supervision and performance development reviews</li> <li>▪ Undertake continuous improvement activities in the Personal Care and Resident Lifestyle requirements in the Aged Care Standards</li> <li>▪ Monitor infection control, incidents, Health &amp; Safety risks, identifying trends and working to ensure towards improvement</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Initiating and completing standard audits around the home, completing reports</li> <li>▪ Adding improvement activities on to the Action plan and Plan for continuous improvement, actioning and evaluating of activities in relation to Clinical Care</li> <li>▪ Liaising with Education coordinator regarding organisation of education topics that result from audits</li> <li>▪ Undertake clinical assessment, care planning and case coordination activities required to meet the diverse needs of the residents</li> <li>▪ Undertake on-call responsibilities, as rostered</li> <li>▪ Undertake a leadership role within Sacred Heart Community</li> <li>▪ Identify and support the management of clinical and care risks relating to the Residential Aged Care Services</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>▪ Maintain relationships with allied health services, pharmacy, GP's, mental health services and other external health care providers</li> <li>▪ Participate in the implementation of PCI projects</li> <li>▪ Support the Implementation of the Sacred Heart Mission Strategic Plan</li> <li>▪ Foster and develop positive relationships with other Sacred Heart Mission Services, the Chaplaincy Team, volunteers, local external agencies, family and friends as well as the community</li> </ul>
<b>OH&amp;S</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).

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<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives, review Policy & Procedures. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

## MANDATORY REQUIREMENTS

- A current Criminal Records Check

## QUALIFICATIONS

- Bachelor of Nursing
- Current AHPRA registration

## KEY SELECTION CRITERIA

- Substantial previous experience in residential care services as a Clinical Care Coordinator or equivalent with the proven ability to manage day-to-day clinical operations
- Demonstrated team leadership and empowerment of staff in a positive manner
- Ability to managing staffing levels according to resident care needs
- Experience in performing staff supervision and performance development reviews
- Strong working knowledge of continuous improvement and familiarity with Personal Care and Resident Lifestyle requirements in the Aged Care Standards
- Proven ability of managing ACFI and maximising funding
- Proven ability in Accreditation preparation
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Demonstrated experience in the establishment and management of models for effective client service

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- Strong alignment to Sacred Heart Mission Values
- Experience in mental health nursing or knowledge of Trauma Informed Care (desirable)

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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