



**CLINICAL CARE MANAGER  
JOB & PERSON SPECIFICATION**

**JULY 2010**



## **JOB SPECIFICATION**

**TITLE OF POSITION :** CLINICAL CARE MANAGER

**REPORTS TO :** DIRECTOR OF NURSING, ALDERSGATE (DON)

**MANAGEMENT GROUP :** ALDERSGATE AGED CARE

### **SUMMARY OF KEY RESPONSIBILITIES**

In accordance with the vision, mission and values of Aldersgate Aged Care the Clinical Care Manager is accountable for :-

- systems and implementation of systems to ensure quality of care, culture and environment, skills development and ensure the Aldersgate facility meets all legislative requirements as per the Aged Care Act 1997;
- management of human and material resources within constraints of annual budget.

### **RESPONSIBILITIES AND DUTIES**

- management of the Aldersgate facility in accordance with Aldersgate's policies and procedures, ANMC Standards, ANMC Code of Ethics and Professional Conduct and common law affecting nursing practice;
- when the DON is absent, the Clinical Care Manager takes on the role of DON;
- in unplanned sudden circumstances where the Clinical Nurse is absent, the Clinical Care Manager will take over responsibilities of the Clinical Nurse position;
- coordinate nursing services within the Aldersgate Aged Care facility;
- provide direct resident care and nursing services congruent with recognised nursing practice and procedure by :-
  - ensuring comprehensive and accurate nursing assessment of residents for both ACFI and care plan are completed within the timeframes and the documentation is supportive to funding claims;
  - formulating a plan of care with the primary aim of providing optimal quality of life for the resident;
  - liaising with other members of the care team, to identify resident care needs and planning;
  - ensuring that all staff following their orientation are competent in using the IT Care Management system and are maintaining records correctly for each resident and take immediate remedial action for training to be provided if necessary;
  - ensuring appropriate action is taken if KPIs are not met by the Clinical Nurse following monthly briefing;
  - providing clinical support, supervision and training to all staff and ensuring documentation is completed within timeframes and departmental requirements including submissions of ACFI claims.



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- accepting accountability and responsibility of nursing services provided by :-
  - acting as a consultant to the nursing staff where care issues are complex and providing direction for ongoing care ensuring that this reflects best practice principles, relevant legislation, standards and regulation;
  - complying with existing policies and procedures and ensuring the consistent application of Aldersgate's policy framework by self and others;
  - managing multi disciplinary service teams ensuring they meet their KPIs;
  - managing the rostering and allocation of staff and skills mix to meet the needs of the residents daily;
  - analysing quarterly staffing trends to plan with DON future staffing requirements and recruitment strategies;
  - maintaining contemporary professional knowledge and skills in clinical competency through participation in self development activities/programs;
  - at commencement of duties review "daily handover to DON report" from RNs and ENs and take any action that is required prior to the 11am handover meeting;
  - reporting daily at handover meeting on agreed response for medium to high risk internal complaints and all external complaints before action takes place;
  - reporting monthly to DON on achievements against the Clinical Care Manager's duties list.
  
- in collaboration with the DON/Clinical Care Manager, effectively manage staff and volunteers involved in services that support resident daily living requirements by :-
  - providing leadership, direction, supervision and mentoring to staff and volunteers;
  - assisting DON in staff selection, management, development and appraisal of staff;
  - ensuring orientation and induction of new staff (including agency staff) and facilitating their ongoing acquisition of knowledge;
  - actively participating in performance management process via e-Performance as required;
  - assisting staff to identify individual learning needs and facilitating opportunities for staff development;
  - accountable for the content of the annual training calendar by providing guidance to the Staff Development Officer following skills gap analysis as identified by staff during their appraisal;
  - liaising with the Staff Development Officer to provide training required to upskill staff to meet the additional clinical care needs of residents following admission (e.g. care of the tracheotomy);
  - managing the injured employee by acting as the Injury Management Coordinator from time of injury to their return to pre injury duties;
  - processing of all hazard reports within 24 hours by advising areas of responsibility of necessary action. Hazards affecting residents and staff are also managed by this position.



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- providing support and assistance to maintain high standard services for residents by :-
  - active involvement in the identification and implementation of continuous improvement initiatives;
  - liaising with administration staff to ensure prospective residents are supported emotionally and physically to view the facility when there is a vacancy;
  - reviewing and assessing current methodologies, identifying and implementing strategies for future planning both locally and organisationally by attending Aldersgate's Quality Improvement Committee;
  - actively participating in and contributing to organisational meetings/consultations.
  
- ensuring professional and articulate communication by :-
  - positively interacting with staff and volunteers, members of the care team, residents and their representatives;
  - informing the management team of any relevant issues;
  - informing the DON of any resident incidents including advice of reportable incidents and assaults within designated timeframes;
  - actively participating in various committee meetings which include but are not limited to occupational health and safety meetings, staff and resident meetings.
  
- assisting DON in managing financial matters, budget preparation and cost control in respect to nursing care and staffing costs.

## ACCOUNTABILITY

- undertake to work within the philosophical, policy and procedural structures of UnitingCare Wesley Adelaide (UCW) as developed from time to time and provided formally to the organisation;
- ensure that all organisational procedures, processes and the requirements of accounting standards and funding bodies are adhered to, in relation to administrative and financial operations;
- participate in the development of organisational and local policies and procedures.

## ORGANISATIONAL RELATIONSHIPS

- the Clinical Care Manager is responsible to the DON who has supervisory responsibility for this position;
- the Clinical Care Manager is an integral member of the care team which is the responsibility of the DON;
- the Clinical Care Manager is a part of the UCW Adelaide Leadership Team;
- the Clinical Care Manager is responsible for coordinating nursing services for the Aldersgate facility which includes the first line supervision of Clinical Nurse;
- participate proactively as a member of the Aldersgate Aged Care Team;
- work cooperatively with other UCW Adelaide staff as required.



## **JOB SPECIFICATION**

### **OCCUPATIONAL HEALTH AND SAFETY**

- familiarise self with all policies, procedures and work practices and maintain currency of knowledge in relation to OH&S;
- take responsibility for own observance of safe work practices and safe work environment and undertake no actions or omissions which will adversely affect the health and safety of other persons;
- obey all reasonable instructions or policies given by management in relation to health and safety at work;
- ensure all staff work in a safe way and observe occupational health and safety policies, procedures and safe work practices;
- participate in development of local policies and procedures where required.

### **CHILD SAFE ORGANISATION**

- undertake to observe organisational Child Safe policies and practices;
- undertake to cooperate with strategies to actively ensure the safety, protections and well-being of children and other vulnerable people who come into association with the organisation;
- ensure that organisational child safe requirements are dealt with as part of supervision processes.



## PERSON SPECIFICATION

### QUALIFICATIONS

- registration as a Nurse with the Nurses Board of SA and the possession of a current Annual Practising Certificate are essential;
- undertake appropriate professional and personal development programs as organised by UCW Adelaide and/or Aldersgate Aged Care, to maintain knowledge and skills for management and clinical competency.

### EXPERIENCE AND PERSONAL ATTRIBUTES

- post registration nursing experience in aged care (highly desirable);
- proven leadership experience in a nursing environment;
- proven high level management, leadership and team building skills;
- well developed customer relations skills and a commitment to providing quality service and implementing continuous improvement;
- proven commitment to maintaining professional skills;
- ability to plan work, establish priorities and service standards and delegate effectively;
- ability to work under broad policy guidelines but recognising situations that need to be referred to the DON;
- ability to effectively resolve conflict situations and deal with difficult people;
- proven staff counselling skills;
- ability to produce clear, timely and concise documentation;
- well developed communication skills with the ability to relate effectively to a wide range of people;
- ability to gain the confidence and respect of staff, residents and members of the community;
- ability to recognise the need for change and to apply sound change management techniques in consultation with the DON;
- ability to maintain confidentiality;
- well developed problem solving skills.

### SPECIAL CONDITIONS

- employment in this position requires that you submit to a Fitness Capacity Evaluation to ensure that neither you or a fellow employee or a client are placed at risk of injury;
- employment in this position is conditional on the incumbent holding a Post Graduate Certificate in Management (or undertaking to obtain these qualifications) and maintaining professional development and knowledge;
- this position is covered by The Aged Care Amendment (Security and Protection) Act 2007, requiring adherence to all organisational policies and procedures in relation to Vulnerable Adults. Employment is conditional on incumbents undertaking Police checks every three years, or when requested, which result in a satisfactory report according to the organisation's and legislative requirements;
- work from any location within the Adelaide Metropolitan Area as required.



## PERSON SPECIFICATION

### Knowledge

- possess a thorough knowledge of contemporary issues relating to the aged care industry;
- possess a good understanding of the role and functions of :-
  - the Commonwealth Department responsible for Aged Care;
  - standards and guidelines for Residential Aged Care Services;
  - residents Charter of Rights;
  - Aged Care Act 1997 & Aged Care Amendment (Accreditation Agency) Act 1998;
  - Resident Classification Scale and Aged Care funding instrument;
  - Occupational Health, Safety and Welfare Act, 1986;
  - Workers Rehabilitation & Compensation Act, 1986.
- possess a good understanding of current human resource management principles and practices;
- possess a good understanding of the concepts of continuous improvement and their application in aged care;
- basic understanding of research principles;
- basic knowledge of and/or a willingness to develop skills in working with records and information management in an electronic environment.



## HOW TO APPLY

Applications should be forwarded to Heidi Jones by e-mail [13014@hender.com.au](mailto:13014@hender.com.au)

Telephone enquiries may be directed to Heidi Jones on (08) 8100 8807 or to Julie Fleet on (08) 8100 8806.

### **Please Note**

Your application will be automatically acknowledged by a return e-mail.