



## Job & Person Specification

### Roving Clinical Care Manager

Code	OSJD155
Classification	Common Law
Reports to	Clinical Care Consultant
Approved by (name)	General Manager Operational Services
Approved by (Signature)	
Date of Approval	

I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Missions, Values and Vision of Eldercare.

Acknowledged by Employee	<u>[acceptance_status]</u>
Name of Employee	<u>[candidate_name]</u>
Date of Acknowledgement	<u>[acceptance_date]</u>

Last Review	5/12/2016	Next Review	3/02/2020	Status	Published
Owner	HR Manager	Version	2	Page 1 of 7	

*On printing document is no longer controlled.*

# Eldercare

## Our Purpose

*Delivering peace of mind with our care*

## Our Values

### Respect

#### **Value in Action - We protect the dignity, rights and values of individuals**

All people are important to Eldercare and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we actually do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

### Accountability

#### **Value in Action - We are all responsible for working safely and with integrity**

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term so our decisions are made with this in mind.

We display collaborative leadership throughout our organisation and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All of our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

### Connection

#### **Value in Action - We develop vibrant and supportive relationships based on warmth and generosity**

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount and the uniqueness of each resident is discovered.

Last Review	5/12/2016	Next Review	3/02/2020	Status	Published
Owner	HR Manager			Version	2
					Page 2 of 7

*On printing document is no longer controlled.*

# Eldercare

## Our Diversity & White Ribbon Commitment

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

## Job Specification

### Summary of the broad purpose of the position in relation to organisation goals

---

With a strong focus on a person-centred approach to care and support, the Roving Clinical Care Manager leads and manages the operations of the facility to ensure the delivery of high-quality services that meet and exceed all required standards.

Responsible for the daily operations of the centre, the position manages the delivery of care and other support services to residents, and provides leadership that is underpinned by, and consistent with, our Values. This includes working closely with and building positive and effective relationships with key stakeholders, including residents, families and staff, as well as managing quality improvement activities to achieve specific goals and objectives.

### Reporting/Working Relationships

---

- Directly responsible to the Clinical Care Consultant with a working relationship to the Site Operations Manager
- Responsible for direct leadership of the Clinical Leader team
- Responsible for the leadership of site based Allied Health Practitioner(s) in collaboration with the Allied Health Services Manager
- Responsible for the leadership of the site based Chaplain in collaboration with the Pastoral Care/Chaplaincy Services Manager
- Responsible for the leadership of the Lifestyle Coordinator in collaboration with the Program Manager – Leisure and Wellbeing
- Responsible for the leadership of the Dementia Care aligned with the organisational Dementia Excellence approach

### Special Conditions

---

- This position may occasionally be required to act in the position of Clinical Care Consultant to ensure the operational needs of the business are met.

Last Review	5/12/2016	Next Review	3/02/2020	Status	Published
Owner	HR Manager		Version	2	Page 3 of 7

*On printing document is no longer controlled.*

# Eldercare

- This position may occasionally be required to work outside standard business hours to ensure the operational needs of the business are met.

## Statement of Key Outcomes and Associated Activities

---

### 1. Leadership

- Actively promotes and models the values of the organisation, empowering decision making, collaboration, engagement and team work.
- Leads the development and operational roll out of strategic initiatives at a local level.
- Builds strong partnerships and networks to facilitate genuine person-centred outcomes. This includes fostering positive relationships with residents, families and staff.
- Actively promotes and protects the image and reputation of the organisation.
- Manages and mentors staff, promoting a holistic, person-centred approach.
- Leads and manages change within the facility.

### 2. Management

- Oversees the performance, development and flow of work activities throughout the facility.
- Ensures performance development activities are undertaken across the facility, including competency development and performance management.
- Empowers and encourages staff to reach their full potential and leads by example.
- Ensures that key business processes, including;
- Operational and risk management, including WHS
- Quality Improvement, Accreditation and ACFI;
- Consumer engagement and feedback;
- Human resources and training, and
- Provision of client services;
- Are effectively and continually followed throughout the facility

### 3. Service Delivery

- Oversees and monitors the provision of care and services within the centre to ensure that the physical, social, emotional and spiritual needs of residents are met.
- Understands and supports the roles and rights of families in the provision of care and support to residents.
- Interviews prospective residents jointly with Business Manager
- Personally inducts new residents into the facility with a site tour and conducts the initial six week family conference.
- Ensures standards of service delivery are in accordance with best practice, including; recognised clinical and funding practices; flexibility to meet the needs of the individual; sound and safe clinical practice; and compliance with organisational policy, practices and government regulation.
- Provides professional support and advice on resident and care related issues as required.
- Ensures documentation is maintained in accordance with required standards.
- Provides an innovative approach and commitment to best practice.
- Leads the development of local initiatives to achieve the highest standard of care and services to the residents and which are responsive to their individual needs.
- Facilitates a team based approach to service delivery.

Last Review	5/12/2016	Next Review	3/02/2020	Status	Published
Owner	HR Manager		Version	2	Page 4 of 7

*On printing document is no longer controlled.*

# Eldercare

- Nurtures and grows competencies, and staff skills within the facility by active recruitment, workforce development and effective and contemporary leadership.
- Monitors clinical budget

#### 4. Assessments and Resourcing

- Continually builds the capacity of staff around assessments, documentation and ongoing monitoring of resident care needs through on the job education and coaching/management of staff.
- Assists with budget planning, and monitors and reports clinical care budgeted line item needs.
- Reports to relevant managers regarding discrepancies in the monthly financial report related to care.

#### 5. Quality Improvement, Accreditation and ACFI

- Actively pursues continuous improvement opportunities across the centre.
- Works toward the achievement and maintenance of the site's occupancy and ACFI targets.
- Ensures that customer, clinical and staff feedback is effectively collected, analysed and responded to and that opportunities for improvement are identified and taken up.
- Ensures compliance with the Commonwealth Aged Care Standards and Outcomes across all areas within the centre by conducting internal audits and assessments.
- Ensures that all funding claims are based on sound data and able to be maximized within an ethical framework.
- Ensures that policies and practices are followed and fully complied with throughout the site.
- Ensures that regular and effective communication is in place, including regular Clinical Care Team meetings, resident and family meetings, staff meetings, and WHS meetings.

#### 6. Human resources

- Leads a multi-disciplinary team approach in day to day service delivery across the residential care facility.
- Assists with the recruitment and supervision of staff in line with the policies and processes.
- Supports activities that assist with staff retention.
- Carries out clinical staff performance reviews/assessments on an annual or as needed basis and manages performance improvement plans.

#### 7. ACFI and Occupancy

- Works closely with Eldercare's ACFI team and the Site Operations Manager, to actively support the ACFI review process at site.
- Assists with achieving and maintaining the facility's occupancy targets, including developing strategies to meet and sustain these targets.
- In conjunction with Eldercare's ACFI team, ensures staff are adequately trained in ACFI documentation, as well as other assessments, in accord with the organisation's assessment framework.

#### 8. Best practice

- Provides clinical guidance and standards monitoring to ensure best practice methods are adopted by the care team.
- Actively participates as part of the local leadership team in quality activities, assuring compliance with the Aged Care Standards and Outcomes.
- Consults with medical practitioners and other health professionals to ensure best outcomes for the resident.

Last Review	5/12/2016	Next Review	3/02/2020	Status	Published
Owner	HR Manager	Version	2	Page 5 of 7	

*On printing document is no longer controlled.*

# Eldercare

- Provides written reports and other documentation on a regular basis or as required.
- Informs relevant managers of any exceptional events that occur.

## 9. Other

- Ensures regulatory compliance in relation to Work Health Safety, in accordance with the safety policies and practices.
- Actively contributes to the continuous quality improvement of the organisation.
- Attends and participates in staff meetings as required.
- Maintains own professional development.
- Ensures compliance with Eldercare's policies and practices.

## WHS Responsibilities

---

### All Employees:

- Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS document.
- Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others.

### For positions with Supervisor responsibilities:

- Ensures all employees under their control carry out their roles and responsibilities as detailed in relevant WHS policies, procedures and WHS and Injury Management Plan.
- Maintains compliance with all WHS policies and procedures by regular performance review.
- Ensures that all employees, including agency staff and contractors under local control, are appropriately inducted and trained, and that site training plans and records are maintained.
- Provides relevant WHS information and ensures appropriate training is provided.
- Conducts regular inspections to identify hazards, conduct risk assessment for effectiveness and implement corrective action and review.
- Maintains appropriate records as required by Eldercare.
- Ensure all non-conformances identified in internal audits are rectified.
- Investigates all reported incidents and reports action/s taken to prevent a similar occurrence.

**Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.**

## Person Specification

### Essential Minimum Requirements

---

### Personal Abilities/Aptitude/Skills

- A commitment to work within and promote the values of as reflected in our Shared Values, Mission and Vision.
- Demonstrated leadership and influencing skills.

Last Review	5/12/2016	Next Review	3/02/2020	Status	Published
Owner	HR Manager	Version	2	Page 6 of 7	

*On printing document is no longer controlled.*

# Eldercare

- Appreciation and practical demonstrated ability to lead a multi-disciplinary team.
- Sound understanding of care assessment in the Aged Care Sector and use of the ACFI.
- Demonstrated effective interpersonal and communication skills (written and verbal).
- Sound understanding and experience in meeting Aged Care Standards and Outcomes.
- Demonstrated proficiency in the use of a wide range of IT applications.

## Knowledge

---

Knowledge of and commitment to:

- Work Health Safety Legislation
- Industrial relations legislation and awards
- EEO and Diversity legislation
- Continuous Improvement
- Aged Care Accreditation Standards
- Aged Care Legislation
- All other applicable legislation, policies and procedures, and appropriate equipment

## Qualifications

---

- Tertiary qualifications in Nursing and current registration with AHPRA as a Registered Nurse.
- Previous experience at a senior clinical care level (5+ years minimum).

## Desirable Characteristics

---

### Qualifications/Experience

- An ability to understand financial management principles and interpret financial reports.
- Post graduate qualifications in business management, health management or other relevant qualification.
- Experience working in Aged Care.

Last Review	5/12/2016	Next Review	3/02/2020	Status	Published
Owner	HR Manager		Version	2	Page 7 of 7

*On printing document is no longer controlled.*