

## POSITION DESCRIPTION



<b>Position Title:</b>	Clinical Consultant
<b>Reports To:</b>	Manager, Admissions & Customer Support
<b>Salary/Classification Level:</b>	Salaried
<b>Reporting To This Position:</b>	Nil

### Purpose of the Position

The position of Clinical Consultant will assist with linking customers into the admissions team and residential care homes, primarily through hospital and short-term care options.

The position will be responsible for building strong relationships with key contacts in hospitals and other pathway programs into residential care and undertaking the complex clinical pre-admission assessments to ensure that safe and appropriate care and accommodation can be provided. The role will work closely with families and individuals to understand and navigate the Aged Care system.

There will be a key focus and responsibility for the provision and delivery of exceptional customer service, responding quickly to enquiries about residential aged care and providing expert advice to the clinical and admission teams at Helping Hand.

The position is responsible for supporting all permanent and respite residential admissions into the metropolitan and country aged care homes for Helping Hand.

### Your Team

This position reports to the Manager of the Admissions & Customer Support Unit. This unit sits within the Marketing & Customer Experience Team.

The position will work closely with the Residential Services Business Unit, the Admissions and Marketing Teams and the broader organisation in the promotion of accommodation and pathways into residential care and placement of older people into our care homes.

### Other Key Relationships

The Clinical Consultant will work closely with middle and senior management across the organisation as well as key external stakeholders. Key stakeholders include:

- Residential Services Managers

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- Assessment & Care Planning Manager and clinical staff
- Helping Hand residents and their representatives
- Independent Living and Home Care providers (including Helping Hand)
- Key external stakeholders including Aged Care Placement Consultants, Financial Aged Care Experts, Hospital Placement Officers, allied health professionals and GP's

## **Key Outcomes & Responsibilities**

### **Placement and Assessment**

- / Identify suitable applicants for vacancies, including a clear understanding of their care needs and whether this meets eligibility criteria.
- / Develop and maintain relationships with prospective residents and their key advocates/support decision-makers.
- / Foster and maintain key relationships and networks with referral sources including hospitals, placement agencies, retirement village operators and home care providers.
- / Actively network and promote Helping Hand services to key external stakeholders, including community groups, referral sources and industry representatives.
- / To undertake comprehensive contemporary assessment of prospective residents.
- / To collaborate with the admission's and site clinical teams to ensure safe transition into appropriate care and accommodation.
- / Ensure all communications maintain the respect and dignity of prospective residents and their families.
- / Maximise residential site occupancy for both metro and country business units.
- / Implement and maintain centralised admission systems and protocols to ensure compliance with Aged Care legislation and the policies and procedures of Helping Hand.
- / Maintain accurate and up-to-date client records using Helping Hand's systems.
- / Ensure that all information is managed in a confidential manner in accordance with Helping Hand's Privacy Policy and procedures and demonstrate compliance with the Privacy Act 1988 and the Australian Privacy Principles.
- / To achieve performance against key performance indicators as set.

### **Personal & Professional Development**

- / Comply with the Helping Hand's Code of Conduct.
- / Always act professionally when dealing with residents, their families, and advocates.
- / Maintain contemporary professional knowledge and skills through participation in professional development activities, both internally and externally. This will be evidenced through participation in HHAC's Continuing Professional Development (CPD) Program.
- / Actively participates in Performance Management processes, including professional development, annual performance review, professional portfolio and HHAC Nursing Competencies.

### **Other Projects / Measures**

- / Participate in both internal and external stakeholder committees and working parties as appropriate.
- / Other duties as appropriate to meet the strategic objectives of Helping Hand.

You may be expected to undertake other duties as are within your level of competence and training.

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## Selection Criteria

### Essential

- / Well-developed interpersonal skills and the ability to engage with a wide variety of people, from diverse backgrounds, effectively and respectfully.
- / Previous success in building and sustaining a broad range of professional relationships to achieve results when providing a customer focused consultancy service.
- / Excellent influencing and interpersonal skills and strong written and oral communication skills, including presentation skills.
- / Effective planning skills with the ability to set and work to personal and business deadlines, comfortable working under strict time pressures, and able to manage competing, often conflicting deadlines.
- / Acts with a high degree of integrity, maintaining confidential and sensitive information in a professional manner.
- / Demonstrated expertise in a range of software packages including:
  - o Microsoft products
  - o Databases
  - o Presentation and facilitation software.
- / Demonstrated high understanding and experience in working within regulatory and legislative practice parameters in relation to nursing practice.
- / Current registration with AHPRA as a Registered Nurse.
- / Minimum of five years post-graduate clinical experience as a Registered Nurse or equivalent.
- / Demonstrated experience in and sound knowledge of the application of comprehensive contemporary assessment and care planning.
- / Contributes to a positive and inspiring team environment with an open and respectful communication culture.
- / Demonstrated commitment to continuing professional and personal development.

### Desirable

- / An understanding of the requirements in contemporary Aged Care including but not limited to the Aged Care Act 1997 and Accreditation Standards.
- / Post-graduate qualifications relevant to the Aged Care sector.
- / Understanding of the National Disability Insurance Scheme and its interface into Aged Care.

### Special considerations

- / This position operates across both metropolitan and regional sites and services within Helping Hand so intrastate overnight travel is required.
- / Some out of hours work will be required
- / Appointment subject to a satisfactory Criminal History Check

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## Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

1. We always offer choice.
2. We engage.
3. We speak clearly, politely, and respectfully.
4. We deliver on our promises.
5. We make their day!

## Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

### Compassion

1. Demonstrate your concern for others and do everything you can to help.
2. Recognise and consider people's feelings and circumstances.
3. Treat others with respect, courtesy, care, and compassion.
4. Support and value the contribution of other team members.

### Respect

1. Recognise and consider people's feelings, choices, and rights.
2. Maintain the privacy and confidentiality of others at all times.
3. Conduct yourself with honesty, fairness, and integrity.

### Excellence

1. Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
2. Take responsibility for your actions and behaviours.
3. Strive to improve the quality of services to our clients and to each other.
4. Go the extra mile in order to deliver the best outcomes.
5. Strive to create new and better ways of doing things.

### Community

1. Foster connection with our clients, our teams, each other, and our community.
2. Value and support difference in our community and value the contribution that difference provides to us.

## Work, Health & Safety

### Arrive Safe, Work Safe and Go Home Safe

1. Make sure you keep your safety and others safety top of mind. Work safe all the time!
2. If you notice someone doing something unsafe, ask them to stop or find a safer way.
3. Do the training we ask you to do....it's for your own and others safety.
4. If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
5. If you report it...be a part of the solution. We need your ideas, solutions and feedback.
6. If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
7. If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
8. If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

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