

Position Description

Care Manager (Clinical)– Residential Aged Care

Location	Various
Branch	Residential Aged Care Sites
Reports to	Service Manager
Direct Reports	Clinical staff
Effective date of PD	January 2023
Lutheran Services Position ID #	
Direct Care Minute Requirement:	80%

Primary Objective:

The Care Manager (Clinical) ensures delivery of quality clinical and person-centred care for residents in our residential aged care facilities promoting wellness and engagement. The position mentors and leads a team of dedicated care staff whilst overseeing the medication management, care planning, evaluation, and legislative compliance. All tasks associated with this role are expected to meet the Aged Care Quality Standards and Accreditation Standards .

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Service Manager
- Care Staff & Non direct care staff
- Support Centre staff
- Allied Health Professionals.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Care Manager is a **Leader of Teams**.

Leader of Teams.

- Ensure that team practices are informed by client experience and feedback is regularly sought and provided;
- Responsibly initiate opportunities for improvement to support team effectiveness and positive client outcomes;
- Drive collaboration and strong working relationships that encourage shared goals and enable teams to work together effectively;
- Demonstrate and role model a focus on self-development, openness to feedback, and resilience through challenging situations;
- Deliver strategic outcomes through innovative problem solving, organisation, and improvement of processes;
- Develop, execute and evaluate team plans and processes that use resources efficiently and deliver high-quality outcomes.

Role Specific Accountabilities including Direct Care Minutes:

- Drive client-directed support that focusses on choice and control.
- Ensure resident care is assessed, planned, implemented and evaluated in accordance with operating model.
- Manage the admission and discharge processes of residents.
- Successfully manage case conference compliance whilst building strong relationships with families.
- Effectively manage and report on the service to ensure it meets identified resident needs and standards of quality care.
- Ensure Clinical Quality, Infection Control and Risk Management Programs are implemented and followed.
- Manage the clinical services budget in consultation with the Service Manager as required.
- Ensure clinical supplies are managed and within budgets
- Undertake performance reviews/appraisals of clinical staff in consultation with the Service Manager as required.
- Oversee clinical rosters to ensure efficient resourcing.
- Provide professional leadership and management to clinical, lifestyle and Allied Health staff.
- Contribute to the coordination, strategic direction, and development of the Aged Care Service.
- Build effective relationships with a broad range of key internal and external stakeholders, team members and management to ensure best practice delivery of care for our residents.
- Oversee the preparation and submission of Australian National Aged Care Classification applications to ensure the service is optimises government funding.
- Ensure compliance with legislative requirements and the Accreditation Standards
- Lead, motivate, coach and mentor the staff of the service in a manner that promotes a high performing and innovative workplace culture.
- Support the provision of customer focused systems and processes and support consumer participation in decisions relating to the service, consistent with a person-centred model of care.
- Support the Service Manager in formulating and implementing plans for the service's development.
- Provide direct care activities to residents as required.

Please refer to Care Minutes and 24/7 Nursing Requirements Guide – Department of Health & Aged Care for examples of direct care minutes under AN-ACC.

Position Requirements:

Essential:

- Tertiary qualification in Nursing
- Must maintain an un-restricted AHPRA registration.
- Demonstrated management experience in the Aged Care sector.
- Advanced understanding of the roles and functions of the Department of Social Services.
- Experience working in a similar position.
- Must maintain a valid Police Check and or NDIS as per site requirements.
- Strong understanding of continuous improvement concepts and Accreditation Standards.
- Demonstrated experience managing staff and third parties e.g., allied health practitioners.

Desirable:

- Strong computer literacy and electronic documentation skills
- Skills in clinical education and staff development.
- Experience in managing budgets
- Must hold a valid Queensland Driver's Licence.