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| **POSITION DESCRIPTION** |
| **Position Title:** | Care Coordinator |
| **Service/Facility/Department:**  | Residential Aged Care Facilities |
| **Direct Reports:**  | Clinical Nurses, Registered Nurses, Enrolled Nurses, Assistant Nurse, Personal Care Workers and support staff |
| **Key Relationships:**  | **Internal:** Facility Manager, administration staff, nursing staff, allied health staff, personal care and support staff and Anglicare central support teams |
| **External:** Residents, residents’ families, medical professionals and agency staff |

**Position Statement / Overall Purpose**

The overall purpose of the Care Coordinatoris to ensure that all residents of the Facility receive high quality clinical care that meets their specific needs and complies with statutory and legal requirements.

The Care Coordinator will provide clinical leadership in partnership with the Facility Manager and other care staff.

The Care Coordinator will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Certificate
* Bachelor of Nursing Degree
* Post graduate qualification in a related field, e.g. Gerontology or Mental Health (preferred)
* Current registration with AHPRA
* Ability to work a 24/7 rotating roster, including weekends and public holidays

**Key Selection Criteria**

* Demonstrated experience in a senior nursing position in the coordination and clinical evaluation of aged care residents.
* Working knowledge of accreditation standards and ACFI, budget principles and practice.
* Demonstrated ability to provide leadership and supervision to a multi-disciplinary team, identify professional development needs of staff and to coordinate education programs.
* Excellent oral and written communication skills.
* Demonstrated experience in implementation and evaluation of quality care systems.
* Knowledge of legislative requirements of residential aged care including the Aged Care Act and Workplace Health and Safety regulations and requirements.
* High level of computer literacy (Word and Outlook).

**Key Accountabilities and Responsibilities**

1. **Accountability: Delivery of quality clinical care**

***Coordinate, monitor and evaluate the delivery of clinical and personal care services to residents that meet identified care needs and provide optimal health outcomes.***

**Responsibilities:**

* Manage and monitor resident care and clinical systems, e.g. medication, continence, wound management and infection surveillance.
* Coordinate the timely completion of ACFI documentation assessment and scoring and progress documentation in accordance with facility procedures.
* Report on the quality of care services to the Facility Manager in a timely manner and in accordance with facility and Anglicare procedures.
* Provide clinical expertise and direction to the nursing and care team.
* Coordinate, monitor and maintain systems to ensure timely resident care plan reviews, evaluations and care conferencing.
1. **Accountability: Contemporary practice standards**

***Maintain contemporary and evidence based practice knowledge and skills to support best practice standards for the facility.***

**Responsibilities:**

* Maintain evidence-based, professional, legal and ethical standards of practice.
* Undertake research and professional development to ensure currency of knowledge and awareness of contemporary practice in aged care.
* Share knowledge and contribute to improvements in care delivery.
* Implement outcomes from organisational reviews and initiatives to enhance service delivery.
* Participate in relevant forums and communities of practice.
1. **Accountability: Coordination of staff**

***Oversee the coordination of nursing and care staff to ensure appropriately qualified and skilled staff is available to meet the care needs of residents.***

**Responsibilities:**

* Act as a resource and mentor to nursing and care staff.
* Act as preceptor to nursing and care staff on matters of resident’s personal and clinical care.
* Ensure appropriate skill mix for the delivery of resident care services and advise Facility Manager of changes and recommendations.
* Contribute to an environment that attracts and retains quality team members.
* Contribute to a values aligned culture that is productive, professional, collaborative and flexible.
* Participate in the recruitment, orientation and support of nursing and care services team.
* Provide feedback to employees on performance and undertake performance reviews and development in consultation with the Facility Manager.
1. **Accountability: Financial performance of the Facility within approved budget**

***Implement and monitor effective clinical resource management strategies to support sound financial management of the facility.***

**Responsibilities:**

* Assist the Facility Manager to ensure services and resources are managed within the approved budget.
* Assist in the management and monitoring of resident documentation to ensure it meets the requirements of accreditation and the funding bodies.
* In conjunction with the Facility Manager, plan, monitor and coordinate the effective and efficient use of resources.
1. **Accountability: Clinical education and development for nursing and care staff**

***Promote a learning culture within the facility through the development and provision of learning activities for nursing and care staff.***

**Responsibilities:**

* Ensure education and development activities are targeted to meet staff needs and quality clinical outcomes.
* Identify service learning and workforce development needs including annual competencies.
* Ensure learning and development activities are identified, planned and implemented to enhance resident care outcomes and staff learning / development needs.
* As required develop and implement education and development activities within own skill set and knowledge.
1. **Accountability: Supporting continuous improvement activities and local care systems review**

***Support the continuous improvement of practice standards and quality care outcomes.***

**Responsibilities:**

* In collaboration with the Facility Manager and other Anglicare teams, promote and adherence to Anglicare systems including quality improvement, workplace health and safety, human resource, finance and clinical documentation etc.
* Coordinate and participate in processes such as clinical audits and reviews as required.
* Coordinate clinical aspects of the continuous improvement plan and implement quality initiatives.
* In collaboration with the Facility Manager manage incidents, compliments and complaints related to resident care.
1. **Other Duties and Requirements**
* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.