POSITION DESCRIPTION

Position Title	Clinical Leader – Registered Nurse	Position Number			
Reports to	Care Manager	Division Auth	Tracey Mackie	HRM Auth	Collette Faint
		Date	April 2011	Date	April 2011
Function	Care Services	Signature		Signature	

Role Purpose

To ensure the effective delivery of INSPIRED Care to older persons in the accommodation option of their choice compliant with all relevant legislation, using expert clinical knowledge and leadership skills and to ensure that people receive care based on their need and preferences as a whole person, an a way that is informed by the values of UnitingCare Ageing.

Key Challenges

- Increasing incidence of older people with dementia
- Chronic and Complex Clinical Care management
- Clinical Governance
- Connection with the care team

Key Result Areas

1. Provision of INSPIRED Care
2. Operational Excellence
3. Relationship and People Management
4. Leadership & Culture
5. Risk and Compliance

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KRA 1. Provision of INSPIRED Care	
Accountabilities	**Capabilities**
• *Each person's care needs and preferences (health and wellness, social, spiritual and psychological) are identified through a comprehensive assessment process.* • *Individual care plans accurately reflect changing care needs and preferences enabling lifestyle choices in a supportive and nurturing environment* • *Each person is supported and enabled to maintain activities of daily living with respect, dignity and privacy.* • *Each person's cognition and behaviour is accepted and supported by person centred interventions to meet individual's interests and needs.*	*Demonstrates the ability to;* • *Understand the INSPIRED Care principles of respect, privacy and dignity and applies those principles in leading the care team and responding to daily activity needs of individual residents* • *conduct/ delegate and/or supervise the comprehensive assessment process, using approved assessment tools to identify individual person centred care needs and goal, as delegated by their manager* • *work within a case management framework to ensure comprehensive assessment, care planning process including case conferencing and care delivery for individual residents* • *Support the delivery of the individual care plans and delegate the required tasks to members of the care team* • *Formally and informally review individual care through observations and the use of care assessment tools, individual resident's cognitive skills and behaviour patterns, reports changes as required. and design, implement and monitor person centred interventions*
• *Each person's complex and chronic clinical care needs are met through quality medication management and prescribed clinical interventions*	*Demonstrates the ability to;* • *Demonstrates a commitment to the principles of INSPIRED Care supporting activities which allow residents to meet their individual goals within their level of capacity.* • *Demonstrates an understanding of the importance of independence and wellness by utilising their expert clinical knowledge and skills to minimise the impact of existing and complex health conditions.*
• *Leisure activities are tailored to best meet each individual's interests, life history and choices, capacity and goals inside and outside their home environment connecting them with the community* • *Each person is fostered to maintain independence and wellness*	• *Undertake technical aspects of the care plan e.g. complex wound management, palliative care* • *Utilise expert clinical knowledge and skills to monitor and manage chronic disease processes* • *Manage complex aspects of medication management in accordance with regulatory framework and professional standards framework, UnitingCare policies, aged care regulatory/legislative structures, and current evidence based best practice* • *Supervise/delegate the delivery of care interventions to members of the care team, assessed as competent, in accordance with the INSPIRED CARE framework*
• *UCA's Clinical Governance policy and guiding principles are used to demonstrate accountability for continuous improvement in the provision of care and fulfil the organisation's statutory requirements*	• *Demonstrates an ability to apply Clinical Governance guiding principles to provide safe care to residents, minimising risks and continually monitoring and improving care outcomes.* • *Identify, notify and work through a logical sequence of steps in investigation of reportable clinical incidents in compliance with statutory requirements and UCA's policies and procedures.*

KRA 2. Operational Excellence	
Accountabilities	**Capabilities**
• *Available electronic information management systems are utilised to document assessment needs and delivery of INSPIRED Care* • *Documentation required ensures the delivery of person centred care is timely and accurate* • *Clinical assessments and documentation required for ACFI are completed within the required timeframes and the required standard.* • *Systems and processes are continuously improved through a process of regular review and audit in accordance with UCA policy (QMS).* • *Systems and processes are utilised to measure, analyse, act upon and review the outcomes of clinical KPIs* • *Time management by the Clinical Leader allows for the delivery of expert complex care in the delivery of INSPIRED Care* • *There is responsible daily use of resources required (within budget) to promote sustainability of the service*	• *Demonstrates an understanding and is able to expertly utilise and coach care team members in the electronic information management system of choice (I Care in residential) to document person centred assessment, delivery and monitoring of INSPIRED Care to the resident* • *Demonstrates competency in care documentation required for accurate assessment, delivery and monitoring of INSPIRED Care, preparation of ACFI funding claims and quality reporting and works to improve the documentation capability of the care team* • *Demonstrates competency in care documentation required for preparation of funding claims and through identification of increased care needs initiates re- assessment process* • *Demonstrates the ability to manage and supervise others in the preparation of funding claims (e.g. ACFI & DVA)* • *Demonstrates an understanding of quality systems and processes across all areas of clinical function and participates in the collection of information, analysis, development of corrective action and evaluation activities* *Demonstrates the ability to;* • *Manage well functioning systems and processes in place that effectively measure, analyse, act upon and review the outcomes of clinical KPIs (e.g. MOA; iCare)* • *Plan and co-ordinate daily work activities for self and others to ensure complex and clinical care needs are met, while allowing flexibility in resident preferences and choices* • *Monitor use of resources (human and material), understand the cost implications to the service in the wastage or misuse of resources needed to deliver INSPIRED Care and manage this accordingly.*

KRA 3. Relationship and People Management (Direct Reports)	
Accountabilities	**Capabilities**
• *Each resident's range of relationships is acknowledged, encouraged and supported by care team members* • *Relationships with external providers, ACAT, medical officers, allied health practitioners, pharmacy providers and external agencies professional and in the best interest of the resident.* • *Care team communication supports the delivery of INSPIRED Care and is timely and effective*	• *Demonstrates an understanding of the INSPIRED Care principle that maintaining relationships is a fundamental need and applies that principle in enabling and supporting opportunities for the resident to maintain their chosen relationships and acts as a role model for care team members* • *Demonstrates the ability to effectively engage with external providers, using effective interpersonal skills to maintain the relationships and recognising the importance these relationships play in the delivery of INSPIRED Care* • *Demonstrates open and respectful communication with residents, visitors, care team members and supervisors, while ensuring confidentiality of resident and staff information is maintained*
• *Feedback (comments and complaints) from residents, families, volunteers and other members of the care team is sort, shared and where appropriate utilised for continuous improvement in the delivery of INSPIRED Care.*	• *Demonstrates that feedback (comments and complaints) is sought, shared and utilised to provide positive reinforcement of the care team's performance, to coach individual care team members and to develop continuous improvement in the care delivered and service provided.*
• *There is an awareness and respect of each person's diversity (e.g. multicultural diversity, sexuality)*	• *Demonstrates behaviour in the workplace which shows an understanding of each person's diversity*
• *Performance of direct reports is optimised through setting clear performance expectations, regular informal feedback and fair and honest formal performance reviews*	• *Demonstrates the ability to give fair and accurate informal and formal feedback to direct reports about their strengths and about how they could improve their performance and develop their knowledge and skills.*
• *People management policies and procedures covering the employment and ongoing management of people are understood, properly observed and applied*	• *Demonstrates the ability to access, understand and apply all relevant policy and procedures related to people management and recognises when issues should be referred to management*
• *As a clinical leader works towards a common goal to provide INSPIRED Care*	• *Demonstrates the ability to share ideas, collaborate with others, and be accountable for their own actions and how that may impact on the ability of the team to work towards a common goal*
• *Delegation and supervision for nursing care delivery is conducted within ANMC National Competency Standards for the Registered Nurse*	• *Demonstrates an understanding of the delegation and clinical supervision process for Registered Nurses*

KRA 4. Leadership & Culture	
Accountabilities	**Capabilities**
• *Works within Uniting Care Ageing's Code of Ethical behaviour* • *Participates in the building of an INSPIRED staff culture of engagement with a person centredness in the way they work with and manage others in the team* • *Employees are empowered so as to maximise discretionary effort and enable full individual contribution* • *Commits to the effective implementation of Uniting Care Ageing's Service Model.* • *Direct reports acquire capabilities needed for high performance through effective on the job coaching* • *Clinical Leaders effectively utilise opportunities to develop their capabilities to deliver INSPIRED Care and lead members of the care team* • *Capabilities and knowledge needed for high performance are achieved and where desired utilised to build career progression* • *Uniting Care Ageing's Care Practice Development Program is used as a tool to build knowledge and up skill C.L.'s*	• *Demonstrates an understanding of Uniting Care Ageing's Code of Ethical behaviour and acts as a role model to others in the workplace.* • *Demonstrates conduct that fosters a sense of motivation, cohesiveness, trust, integrity and honesty in the team so that members energies and abilities are focussed on team effectiveness to deliver INSPIRED Care* • *Demonstrates the ability to coach care team members to be engaged in sharing of ideas which contribute to the team.* • *Demonstrates an understanding of UnitingCare Ageing's Service Model that is based on a person's experience of ageing and supports older people's journey through the system.* • *Demonstrates the ability to provide effective leadership and supervision and to coach care team members to achieve excellence in technical skills required and workplace behaviour* • *Demonstrates a willingness to participate in own capability development activities, on the job coaching and learning programs to build competence, skills and knowledge* • *Demonstrates through performance monitoring and development discussions with their manager a capability build in leadership behaviour and technical skills and attendance at mandatory education that would facilitate career progression.* • *Completes the UCA Care Practice Development Program for Registered Nurses*

KRA 5. Risk and Compliance	
Accountabilities	**Capabilities**
• *The Aged Care Agency's Accreditation Standards (residential) and the Quality Framework (community) is met in the delivery of INSPIRED Care*	• *Demonstrates an understanding of the Aged Care Standards (residential) and their application in the care they provide to residents and utilises the standards as a minimum benchmark to strive for continuous improvement*
• *Confidentiality of information and the privacy of the older person receiving care is maintained according to the Privacy Act 1988 and Uniting Care Ageing's policy and procedures*	• *Demonstrates an understanding of the need to maintain confidentiality of resident or staff information, guides care team members to maintain confidentiality and refers requests for information to their manager*
• *Allegations of abuse of residents is reported to the most appropriate person at time of allegation and in compliance with the Aged Care Act and Uniting Care Ageing's policy and procedure "preventing, reporting and responding to Abuse of Persons receiving care".*	• *Demonstrates an understanding of, what constitutes abuse of older persons, and an ability to report any allegation of abuse to the Manager or his/her delegate as soon as they become aware of the allegation and supports care team members to understand their obligations*
• *Reportable incidents are captured, notified, investigated and resolved through approved processes that afford procedural fairness*	• *Demonstrates the ability to identify, notify and work through a logical sequence of steps in investigation of reportable incidents in compliance with statutory requirements and UCA's policies and procedures.*
• *Works within the regulatory framework and policies and procedures of Uniting Care Ageing*	• *Demonstrates an awareness of the Aged Care regulatory framework, the ability to access Uniting Care Ageing's policies and procedures and co-ordinates work practices to comply with policy and procedures*
• *OCCUPATIONAL HEALTH AND SAFETY*	
• *A safe work environment is maintained throughout the work period*	• *Demonstrates the ability to conduct and complete a housekeeping/OHS inspection audit or checklist*
• *Safe behaviour is evident in the work they perform so as not to place any person at the place of work at risk by way of reckless behaviour (act or omission)*	• *Demonstrates the ability to conduct work they perform safely or be observed to work safely (act or omission) and to demonstrate safe work practices to team members*
• *All injuries, illnesses (including communicable diseases), hazards and other OHS incidents are reported to the Manager or his/her delegate as soon as they are identified*	• *Demonstrates the ability to accurately and factually identify and/or complete an incident, injury, illness or hazard report .and assists team members to do the same*
• *Staff report to work fit for duty without impairment from alcohol, illegal drugs, prescription medications or other influences.*	• *Demonstrates an understanding of the risks of working impaired by alcohol, illegal drugs, prescription medication or other influences*
• *There is active participation in any OHS*	.

initiative, activity, investigation and injury management process (where injured) • *Site OHS rules/requirements including Work Instructions, Safe Operating procedures and other safety information is learnt and followed* • *All required OHS training (including induction) is attended within designated time frame.*	• *Demonstrates the ability to utilise OHS rules/requirements including work instructions and safe operating procedures in the workplace.*

Person Specification		
Professional Experience	*Essential* • Demonstrated excellent leadership skills, with the ability to foster the commitment and cooperation of the Care Team and build a positive workplace culture. • Demonstrated high-level communication and interpersonal skills, with the ability to effectively communicate with both internal and external stakeholders to achieve best outcomes. • Demonstrated critical, reflective thinking and reporting skills. • Demonstrated competence in sourcing and coordination of services to meet resident's needs. • Demonstrated competency in the provision of case management and ability to advocate for and facilitate a person centred approach to the provision of care. • Knowledge of customer service principles and a demonstrated commitment to the provision of excellent customer service in providing INSPIRED Care to the Residents. • Sound knowledge and understanding of OH&S and quality improvement and ability to contribute to the organisational quality framework and continuous improvement initiatives. • Sound experience in the use of computers and software applications. • Knowledge and understanding of the legislated standards and funding instrument (ACFI) for Residential Aged Care. • Evidence of and commitment to ongoing self-development.	*Desirable* • Experience in the supervision of staff, including performance management, performance development and team building.
Education/ Academic Qualifications	*Essential* • Current AHPRA registration as a Registered Nurse. • Current First Aid Certificate • Current Criminal History Clearance or ability to obtain one. • Successful Functional Pre-Employment Assessment	*Desirable* • Post graduate qualifications in a speciality relevant to aged care nursing.
Key Working Relationships	*Internal* • *Care Manager* • *Clinical Education & Governance Facilitator* • *Team Leaders* • *Inspired Care Team Members*	*External* • *Medical Practitioners* • *External Allied Health professionals* • *Pharmacy Provider* • *ACAT's*

	• *Relevant Regional staff.*	

Direct Reports:	Team Leaders
Occupational Health, Safety and Welfare Requirements	• All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.
UnitingCare Expectations	All staff are expected to: • At all times to abide by the terms and conditions contained in the policies and procedures of the employer and the Uniting Church in Australia Synod of NSW and the ACT Employment Policy and Procedures Manual • Align their work with the Vision, Mission, Values & Strategic Directions of UnitingCare • Contribute to the efficient and effective functioning of their team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Ethical Behaviour, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's manager; • Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to UnitingCare. • Perform their responsibilities in a manner which reflects and responds to a focus on continuous improvement

OTHER RELEVANT INFORMATION
• This position description is indicative of the range of job requirements.
• The job comprises other accountabilities as required.
• It is the responsibility of all employees to ensure they behave in a way that is consistent with the company's Code of Ethical Behaviour, Values, and its policies and procedures.

Incumbent's Name:	_____	**Manager's Name:**	_____
Signature:	_____	**Signature:**	_____
Date:	_____	**Date:**	_____