

CLINICAL CARE & QUALITY MANAGER - POSITION DESCRIPTION

Position Details

Complete Nursing & Home Care Pty Ltd.'s Clinical Care & Quality Manager is a Registered Nurse responsible for providing clinical leadership, direction, and training for our field staff and RNs, in accordance with the CNHC policies, philosophies and objectives. The purpose of the role is to promote and maintain our clients' independence and enhance their quality of life in accordance with the Aged Care Standards.

You must have excellent communication and multitasking skills, be able to advocate for both clients and staff while having the skills to balance the interests of the CNHC brand and the people we support. You must be an independent decision maker and be able to manage people in a motivational and constructive way, as well as solve clinical and quality control problems. Additionally, the Clinical Care & Quality Manager must have an excellent work ethic, great people management skills and the ability to perform well in stressful situations.

The ideal candidate will have a demonstrated winning attitude and commitment to getting the job done. The Clinical Care & Quality Manager embodies the company values of Respect, Integrity, Quality and Commitment.


Position Title:	Clinical Care & Quality Manager
Job Type:	Full time
Hours of Work:	Varies
Reports to:	Director
Reportees:	Field Staff, RNs & ENs
Chief Location:	Bundoora and other client locations

Position Requirements

Key Duties and Responsibilities	<ul style="list-style-type: none"> • Develops and evaluates administrative and clinical care policies and practices in compliance with federal and state legislation and My Aged Care requirements • Oversees Quality Assurance and utilisation review activities • Oversees organisational Risk Management program in areas such as clinical training requirements • Evaluates client care plans for appropriate supports and documentation • Train and assess front line staff to deliver supports that are client-centred with an emphasis on Occupational Health & Safety and Aged Care Quality Standards <p>You will exhibit the following behavioural competencies:</p> <ul style="list-style-type: none"> • Possesses the ability to correctly manage confidential information • Act as an authoritative CNHC spokesperson • Consult with and support Service Coordinators with multi-disciplinary team matters relating to delivering quality client care services • Ability to respond appropriately in an objective manner in all situations including incidents and accidents • Outstanding organisational skills, problem-solving skills, thoroughness, adaptability to shifting priorities and multitasking • Exceptional interpersonal skills • Ability to demonstrate solid judgment and discretion • Demonstrate a sense of understanding and urgency for priorities • Can troubleshoot and escalate problems / issues to the appropriate individual or stakeholder • Coach and mentor support staff
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Qualifications	Essential	<ul style="list-style-type: none"> • Minimum of bachelor's in nursing with at least 3 years in clinical setting or Clinical Care Coordinator role • At least 2 years of Home & Community Care experience • First Aid & CPR (Regularly updated before expiry) • AHPRA Nursing Registration to be kept up to date
	Desirable	<ul style="list-style-type: none"> • Registered/ Former Quality Assessor • Infection control qualification • Certificate IV in Training and Assessment
Skills	Essential	<ul style="list-style-type: none"> • Comprehensive knowledge of statutory Aged Care Quality Standards and provisions and regulations relevant to aged care • Experience in quality and risk management in the community aged • Demonstrated ability to effectively communicate with stakeholders at all levels • Current Victorian Driver's License • Assist with the training, coaching & support of frontline workers to meet Aged Care Quality Standards
	Desirable	<ul style="list-style-type: none"> • Develops and evaluates administrative and clinical care policies and practices in compliance with Aged Care Quality Standards and federal and state regulations. • Monitors organisational clinical performance improvement activities • Exceptional interpersonal skills and exhibit a service orientation towards others • Exceptional customer service
Key relationships		<ul style="list-style-type: none"> • CNHC Clients and their families • CNHC Community Nurses (RNs and ENs) • Field Staff • Service Coordination team • Human Resources • Finance team • Other external Health Professionals
Softwares and Equipment		<ul style="list-style-type: none"> • Proficiency in Microsoft Office 365 Suite • Ability to work with competently with CRM

Employee Signature: _____ Date: _____

Employer Signature: 

Date: 18/09/2020