

West Coast Homecare

JOB DESCRIPTION



JOB TITLE	Manager – Clinical Care & Services (Registered Nurse)
DATE	22 January 2021
REPORTS TO	Executive Manager – Home Care Program
AWARD	Nurses Award 2010
CLASSIFICATION	Registered Nurse Level 5 - Grade 4

PURPOSE OF ROLE

West Coast Homecare is an approved provider of personalised in-home age care and adult disability support services on Eyre Peninsula SA.

Our Service options include but are not limited to: Commonwealth Home Support Program (CHSP), Home Care Packages (HCP), National Disability Insurance Scheme (NDIS), Home and Community Care (HACC), MY Choices (fee for service).

The Manager – Clinical Care & Services will:

- be accountable for the management of day to day Consumer outcomes across the region in the delivery of clinical care, personal care and other support services within the West Coast Homecare Scope of Practice
- provide direct support to the Executive Manager Home Care Programs
- provide leadership and role modelling, in collaboration with other Managers particularly in the areas of selection of staff within the employee's area of responsibility
- contribute to the development of nursing and service delivery policy for the purpose of facilitating the provision of quality nursing care and services;
- manage the activities of, and provide leadership, coordination and support to Home Care Coordinators, Community Care Workers and Service providers
- be accountable for the establishment, implementation and evaluation of systems to ensure the standard of nursing care and services for a specified span of control;
- be accountable for the development, implementation and evaluation of patterns of patient care for in home aged care and disability support services
- be accountable for clinical care and services operational planning and decision making for in home aged care and disability support services
- be accountable for appropriate clinical standards, through quality assurance programs in home aged care and disability support services
- Ensure compliance with the delivery of safe and quality care and services in accordance with regulatory and program requirements, Age Care Quality Standards, the NDIS Practice Standards, Charter of Aged Care Rights, the NDIS Practice Standards and Code of Conduct and the Nurses Act.

MAIN DUTIES AND RESPONSIBILITIES

The Manager Clinical Care & Services (Registered Nurse) will be subject to broad direction from the Executive Manager Home Care Programs and will:

- As a regulated health professional, the Registered Nurse is responsible and accountable to the Nursing and Midwifery Board of Australia (NMBA) to meet the NMBA approved standards, codes, guidelines and frameworks. The standards of practice should be evident in current practice, and inform the scope of practice for the area of employment.
- Engage in analytical thinking; use information and/or evidence; and skilfully and empathetically communicate with all involved in the provision of care, including the person receiving care and their family and community, and allied health professionals.

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- Deliver direct clinical and nursing care to consumers following best practice guidelines and participate in the on-call roster.
- Deliver innovative strategies to grow sustainable Home Care services that delivers safe and quality home care and services in accordance with the Age Care Quality Standards, the NDIS Practice Standards and other legislative, regulatory and program requirements
- Initiate and guide the Home Care team to champion and implement strategic directions developed by the governing body to achieve the organisation's goals and objectives.
- Provide a high level of proficiency in the application of theoretical approaches to provide advice to the Executive Manager Home Care Programs in relation to program and professional matters including government policy, financial and administrative matters
- Ability to demonstrate effective decision making in a timely manner within the constraints of organisational policy.
- Collaborate and grow local connections and capacity in communities through the delivery of in-home and community age care and disability support services.
- Demonstrate leadership to develop and implement techniques, work practices and procedures in all facets of Home Care Services ensuring program deliverables are met within the budget and given timeframes
- Participate in organisational planning and strategies to provide a long-term, forward-looking approach to achieve a sustainable competitive advantage for West Coast Homecare in the delivery of Home & Community Care Services
- Ensure compliance in the delivery, monitoring and review of safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being
- Be accountable for the ongoing review of consumer services and care & support plans
- Lead a culture of inclusion, respect and privacy for consumers to exercise choice independence and dignity
- Respond promptly to incidents and manage following policy and procedures to ensure a good consumer outcome and corrective actions are implemented for continuous quality improvement
- Respond promptly to feedback and complaints and manage following policy and procedures to ensure a good consumer outcome and corrective actions are implemented for continuous quality improvement
- Report any incident or complaint to the Executive Manager Home Care Programs
- Ensure Consumer services are monitored and delivered within the allocated consumer funds and program budget and scope of services
- Comply with the organisation financial delegation of authority framework
- Ensure staff perform timely and accurate consumer record documentation through the use of the electronic consumer and service provider record management system and ensure regular audits to ensure demonstrate compliance with consistency and accuracy of documentation
- Supervise and performance manage staff in a timely manner to improve skills in response to feedback, complaints incidents and risks
- Undertake staff performance review to ensure the maintenance of a skilled and qualified workforce to provide safe, respectful and quality care and services
- Identify upskilling, training, and staff development to ensure staff have current clinical skills to deliver quality and safe services.
- Demonstrate commitment to working together as a TEAM to ensure consistent and sustainable access and services across West Coast Home care catchment communities
- Identify new initiatives, opportunities for growth and continuous improvement
- Participate in the development and implementation of policies and systems for the delivery of quality and safe home care services based on risk minimisation.
- Support the Executive Manager Workforce and Public Relations in the engagement of Community Care Workers and Registered West Coast Homecare Service Providers to ensure systems are in place for safe and quality services

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- Achieve excellence in personalised Home Care Services through the execution of excellent interpersonal communication and listening to the unique requirements of consumers, carers, staff and service providers

The Manager Clinical Care & Services will ensure the following key outcomes are met through the effective leadership of staff in the day to day delivery of services and compliance to program standards including:

CONSUMER DIGNITY AND CHOICE

- Treat each consumer with dignity and respect, with their identity culture and diversity valued
- Ensure care and services are culturally safe
- Support each consumer to exercise choice and independence, including to:
 - making decisions about their own care and the way care and services are delivered
 - making decisions about when family, friends, carers or others should be involved in their care
 - communicate their decisions
 - making connections with others and maintain relationships of choice, including intimate relationships
- Support each consumer to take risks to enable them to live the best life they can
- Provide information to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice
- Ensure each consumer's privacy is respected and personal information kept confidential
- Facilitate each consumer's right to access an advocate of their choosing and support their right to have an advocate present

ONGOING ASSESSMENT AND PLANNING WITH CONSUMERS

- Manage staff and procedures to ensure:
 - assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services
 - that assessment and planning identify and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes
 - assessment and planning:
 - is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services
 - includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer
 - effective communication the outcomes of assessment and planning to the consumer and it is documented in a care and services plan that is readily available to the consumer, and includes where care and services are provided
- regular review of consumer services to reflect the effectiveness of the service and also if any change in circumstances occurs or when incidents impact on the needs, goals or preferences of the consumer.

PERSONAL CARE AND CLINICAL CARE

Provide direction, supervision and support to Registered and Enrolled Nurses and Home Care Coordinators, Community Care Workers.

Be responsive and provide partnership approaches and guidance with service providers and contractors to achieve quality and safe clinical care for the individual consumer

- Ensure the delivery of services that are coordinated to ensure the consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:

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- is best practice
- tailored to their needs
- optimises their health and well-being
- Ensure compliance for effective management of high-impact or high-prevalence risks associated with the care of each consumer
- Recognise and address the needs, goals and preferences of consumers nearing the end of life and support that their comfort is maximised and their dignity preserved
- Recognise and respond in a timely manner to the deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition
- Ensure staff engage with consumers to receive information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared
- Monitor and ensure timely and appropriate referrals of individuals to other organisations and providers of other care and services.
- Lead staff to follow procedures to practice minimisation of infection-related risks through implementing
 - standard and transmission-based precautions to prevent and control infection
 - promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics

SERVICES AND SUPPORT FOR DAILY LIVING

- Supervise and monitor staff in the provision of services to ensure that each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life to:
 - promote each consumer's emotional, spiritual and psychological well-being
 - participate in their community within and outside the organisation's service environment
 - have social and personal relationships
 - do the things of interest with the consumer
- Ensure any equipment is assessed for the individual and is safe, suitable, clean and well maintained

SERVICE ENVIRONMENT

- Ensure services are delivered in a safe and comfortable environment that promotes the consumer's, staff and service providers independence, function and enjoyment
- Work with staff to deliver effective engagement, activities and information is provided to consumers in a welcoming manner and it is easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function
- Work with other managers and staff to ensure that the office and community service environments and equipment for staff, service providers and consumers are safe, clean, well maintained and comfortable to enable people to move freely, both indoors and outdoors
- Ensure the management of policy and procedures for risk assessments are completed and risk mitigation strategies are implemented

FEEDBACK AND COMPLAINTS

- Ensure each consumer has knowledge of and access to the complaints resolution system and encourage and support Consumers, their family, friends, carers and others are to provide feedback and make complaints
- Ensure Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints

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- Manage and follow policy and procedures and ensure that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong
- Manage and implement continuous improvement by learning from the review of feedback and complaints to improve the quality of care and services
- Ensure delivery of services that supports each consumer to receive and access services that are free from violence, abuse, neglect, exploitation or discrimination

HUMAN RESOURCES

- Work as an integral team member to build sustainability and consistency for the development of consumer and service provider partnerships to enable, the delivery and management of safe and quality care and services
- Follow organisation code of conduct, policy and procedures at all times
- At all times ensure workforce interactions with team members, consumers and service providers are kind, caring and respectful of each person's identity, culture and diversity
- Undertake upskilling and professional development as requested to ensure the workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles in accordance with quality and practice standards.
- Commit to regular assessment, monitoring and review of your individual performance with compliance to key performance indicators in the Position Description

ORGANISATIONAL GOVERNANCE

West Coast Homecare has a local voluntary Board of Management that is accountable for the delivery of safe and quality care and services.

- All staff are required to adhere to and support the directions, decisions and functions of our governance body through the implementation of policy and procedures and resulting day to day operational practices:
 - Support Consumer's to be engaged in the development, delivery and evaluation of care and services and are supported in that engagement
 - Support the governing body to promote a culture of safe, inclusive and quality care and services and is accountable for their delivery
 - Deliver quality and safe care following effective organisation wide governance systems including:
 - information management
 - continuous improvement
 - financial governance
 - workforce governance, including the assignment of clear responsibilities and accountabilities
 - regulatory compliance
 - feedback and complaints
 - effective risk management systems and practices
- Be an integral part of the West Coast Homecare Team modelling an enthusiastic champion of the organisation's future directions to ensure the organization is a leader of best practice in home & community-based service provision
- Support the ongoing development and growth of West Coast Homecare across Eyre Peninsula by communicating its value and engaging others to participate and build organizational commitment to the process

OTHER DUTIES

The above list is not exhaustive and the role may change to meet the overall objectives of the company:

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- work under broad direction from the Executive Manager Homecare Programs to perform other duties as required
- relieve in the position of Executive Manager Home Care Programs to support the West Coast Homecare succession strategy
- exercise appropriate code of conduct, business standard dress and identification while representing West Coast Homecare
- uphold client and workplace privacy and confidentiality at all times
- undertake consumer, service provider and general walk-in and phone enquiries in a professional and timely manner
- contribute to the principles of equal opportunity, fairness, honesty, respect, occupational health, safety and welfare being fostered in the workplace
- continually communicate, inform, report any concerns, complaints, risks or hazards immediately to the Executive Manager Homecare Programs
- Initiate and demonstrate team work including relieving in roles and working from all office locations as required

PERSON SPECIFICATION

Qualifications

- Registered Nurse
- Certificate - Provide First Aid & CPR
- DCSI Employment Screenings – Age Care, Disability and Children's Screening
- Statutory Declaration
- SA Driver's Licence

Experience

- Post Graduate experience and or minimum of 3 years demonstrated experience working in management and or team leader role within the home and community care sector

Knowledge

- Industry Statutory requirements
- Age Care and Disability Legislation
- Department of Health
 - Commonwealth Home Support Program
 - Home Care Program
 - Regional Assessment Service
 - Age Care Assessment Team
- National Disability Insurance Scheme
- NDIS Quality and Safeguards Commission
- NDIS Practice Standards and Code of Conduct
- Age Care Quality and Safety Commission
- Age Care Quality Standards & Charter of Age Care Rights
- Current age care and disability sector, programs, local services, referral pathways within the community setting
- Person centred support, wellness and reablement principles

Skills & competencies

- Demonstrated management in a human service organisation
- Demonstrated leadership of a home care team preferred

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- Application of electronic consumer record management
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- Overnight/multisite stays away for work will be required to fulfil the requirements of the role.
- Will be required to participate in direct consumer service delivery and the on-call roster

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other related tasks requested by management and as necessitated by the development of this role and the development of the business.

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ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Deanne Hartwig – Chief Executive Officer

.....
Date