

# Clinical Care Coordinator

## Primary Purpose

The Clinical Care Coordinator is responsible for leading both the clinical and care teams across the home, in consultation with the Home Manager, to ensure the needs of each resident are being met and the team understand who the residents are including their identity, culture, diversity, beliefs and life experiences.

The Clinical Care Coordinator will play a key role in the clinical governance of the home and may be required to undertake a specialist clinical portfolio to support the home's needs, examples include education, palliative care and infection control.

The position of Clinical Care Coordinator is part of an integrated team of people working within an established and agreed framework supporting the resident to live their best life.

## Organisational Environment

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through "being for others" exemplified by the Spirit of Calvary and the example of Venerable Mary Potter.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans.

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## Responsibilities

### ***Excellence in Service Delivery:***

- Coordinate all care in the home, ensuring safety, quality outcomes and an exceptional resident experience.
- Ensure that clinical including any specialised nursing care needs of residents are being met and documented in an individual resident care plan.
- Planning and managing appropriate care for residents consistent with their needs including those with complex needs such as pain, wound and behaviour management.
- Manages the clinical leadership team across the home, ensuring Registered Nurses and Team Leaders are accountable for daily reporting, care planning and addressing resident or family concerns on a day-to-day basis.
- Be the key escalation point for clinicians within the home and provide an advice and support for escalated care concerns
- Development of plans for individual residents and system wide improvement to mitigate risk for complex needs for example frequent fall patterns, management of diabetes, catheters, feeding requirements, wounds, continence, weight loss and pain management.
- Activity promote close relationships with families and carers for the health and wellbeing of residents,
- Managing regular input from residents and their families in care planning
- Maintain processes for complaints management in the home in alignment with organisational policy, ensuring all residents and family concerns are addressed and resolved, or escalated as required.
- Timely action of identified hazards, incidents and other events and escalate as required
- Review and manage incidents for the home including incident investigations and active management of SIRS.
- Participate and lead investigation into serious incidents and complaints
- Supports the Home Manager in maintaining the homes Continuous Improvement Plan
- Participates in collection and review of audit reports and assists in the development of plans to rectify identified deficits
- Coordinate admission of new residents including assessment, development and implementation of resident care plans in consultation with the resident and/or their family/representative.
- Ensure that all medication is safely stored, stocked and administered in accordance with legislative requirements
- Provides oversight to clinical waste management in the home. i.e. arranging disposal of clinical waste and cytotoxic waste.
- Assistance in obtaining health practitioner services, treatments and procedures including access to specialised therapy services
- Ensuring the adequate supplies of medical stock and other health related supplies

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- Assist residents and families to comprehend care interventions and enable them to make informed choices
- Coordinates meetings such as care reviews, medication reviews and falls prevention meetings.
- Awareness and understanding of high-risk residents or residents with complex needs including but not limited to any form of deterioration or palliation and planning to meet needs
- May be the portfolio owner for other areas of specialisation in the home including but not limited to:
  - Clinical education
  - Palliative and End of life care
  - Infection Prevention and Control lead for the home- ensuring that adequate systems are in place to manage infection prevention and control and provide clinical leadership on infection control to the home.
- Ensure all documentation is managed confidentially and kept secure and in line with Privacy Principles
- Provision of regular Clinical data provided to the Manager as directed including clinical audits
- Participate in the collection of data and information for accreditation, NQUIP and related quality programs
- Provide social and emotional support to all residents ensuring that care provision is holistic and person centred.

***Excellence in Service Development:***

- Discuss any identified opportunities to adjust how we organise and deliver care which may improve outcomes for residents with the Registered Nurse, Clinical Care Coordinator or Home Manager.
- Assist Home Manager in strategic planning, policy and procedure review, implementation, and monitoring compliance with all relevant requirements.
- Working collaboratively with Home Manager to ensure quality care outcomes are met and review reporting across the home.
- Liaise with Pharmacists and other relevant external medical professionals and participate actively in the Medication Advisory Committee and all clinical care meetings and consultative forums.
- Actively participate drive and monitor quality improvement to improve care, clinical outcomes and resident experience.

***Wise Stewardship***

- Provide appropriate support and assistance in regard to Clinical Governance
- Administers all activities that are required for regulatory compliance and adherence to clinical policy.
- Maintains a working knowledge of relevant laws, Acts, regulations, standards and guidelines that affect responsibilities, and incorporating them into all aspects of practice.

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- Under the direction of management will help integrate the relevant industry standards, legislation and common law requirements into work practices.
- Maintains and updates knowledge base to ensure safe practice and effective performance in the workplace.
- Understands and protects the rights, needs and responsibilities of the residents including their dignity of risk.
- Understands and protects the rights and responsibilities of the staff.
- Understands and integrates the values and philosophy of the organisation into work practices.
- Communicate the importance of social connections for residents and ensure that staff facilitate this process.
- Delegate tasks and spends time teaching others to ensure that a continuous learning and development environment.
- Ask for feedback and opportunities for continuous professional development.

**People and Culture:**

- Monitors the performance of employees and identifies training and development opportunities
- Supports the management of roster and workforce skill mix in the home
- Practice in accordance with Calvary and relevant Government policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Promote and contribute to person-centred and resident-led care
- To attend in service, mandatory training, staff development and external courses including meetings and workshops.
- Assisting to orientate and train new staff to the team as requested by the Home Manager
- Supports the Home Manager in addressing staff concerns to ensure a safe and harmonious environment for resident care.

**Work Health & Safety**

*WH&S Responsibilities:*

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;

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- Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table
- Report all hazards, maintenance required and equipment in need of repair or service

**Key Relationships**

Internal:	Home Manager, Clinical Leadership team Residents & families
External	Government departments and statutory bodies

**Position Impact**

Direct Reports:	NA
Budget:	NA

**Selection Criteria**

**Essential**

- Registered Nurse with current Registration with the Australian Health Practitioner Regulation Agency (AHPRA)
- A minimum of 3 years’ experience in a management role within the aged care sector with a successful and proven track record.
- High level of commitment, integrity, honesty and trustworthiness.
- Demonstrated knowledge and understanding of the aged care sector with the ability to identify changing trends and to ensure best practice.
- An effective listener with the ability to communicate at all levels both orally and in writing with excellent presentation skills.
- Understanding of and ability to manage human resource issues with effective negotiation skills.
- Ability to understand and use information technology and programs such as Word, Excel, etc. and to learn new skills as required.
- Current National police check
- Working knowledge of WH&S and Infection Control

**Desirable**

- Demonstrated experience in a similar role in aged care or health care

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**Position Description**  
CALVARY RESIDENTIAL AGED CARE  
Function: Nursing

**Position  
Description**  
Version 1

<b>Approvals</b>	
Employee Name & Signature:	Date:
Manager Name & Signature:	Date:

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