

<b>TITLE OF POSITION:</b>	<b>CLINICAL LEAD COMMUNITY SERVICES</b>
<b>DIVISION:</b>	Community Services
<b>SITE:</b>	Resthaven Sites
<b>REPORTS TO:</b>	Manager Community Services

### OVERVIEW OF ROLE

In accordance with the purpose and values of Resthaven, the Clinical Lead Community Services is responsible for ensuring:

- Professional standards of contemporary nursing practice in line with Resthaven Clinical Practice Manual, policies, and procedures.
- Clinical mentoring and supervision of Nursing Staff and Home Support Workers
- Effective liaison with doctors and other care professionals providing services to clients.
- Implementation of Resthaven’s Quality and WH&S Systems
- Lead and guide a team of clinical staff to deliver excellent home and community care services across a region.

### ABOUT RESTHAVEN

Resthaven was established in 1935 and is one of a select few providers to offer the full range of aged care services. Proudly South Australian, Resthaven is a financially independent, not-for-profit charity associated with the Uniting Church in Australia. Find meaningful connections and work with purpose as you are supported to develop in your role.

### CORE RESPONSIBILITIES

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

#### High Quality Service Delivery

- Work collaboratively with the Managers Community Services and Assistant Managers Community Services in the region to provide quality care and services to clients.
- Professional standards of contemporary nursing practice in line with Resthaven Clinical Practice Manual, policies, and procedures
- Work collaboratively with RN coordinators, CS coordinators and registered nurses to respond to internal referrals related to complex clinical nursing needs of clients, including appropriate referrals to ACAT, RAS, multi-disciplinary case conferencing congruent with the clients’ needs.
- Utilise the advice and support of the Senior Manager Clinical Services and the corporate nursing support team.
- Develop innovative approaches to clinical outcome achievement and implement positive change which benefits clients, staff and other Resthaven stakeholders in collaboration with the clinical team and senior management whilst maintaining Resthaven clinical standards.
- Provide direct clinical care congruent with contemporary nursing techniques and procedures demonstrated by:
  - Displaying the ability to carry out a comprehensive and accurate nursing assessment of individual and groups.

- Formulation of a plan of care designed to achieve optimal quality of life for the individual.
- Ensuring quality nursing care is provided to clients by coordinating and monitoring the planning, implementation and evaluation of care outcomes and nursing care standards throughout the service.

### **Compliance**

- Contribute to the oversight and investigation of high-risk client incident reports to ensure timely follow up of incidents and associated remedial and preventative actions.
- Contribute to organisational development through participation in meetings and forums to review policy and procedure.
- Implement Resthaven policy and procedures to ensure compliance with better practice, legislative and legal obligations.
- Implement systems of continuous improvement which respond to identified service need and meet standards of accreditation and/or relevant programme requirements and respond to internal audit outcomes and remedial actions.

### **Performance and Financial Sustainability**

- Ensure effective and efficient resource management of human, financial, information and physical resources.
- Involvement in induction, education, appraisal, staff supervision, performance management to ensure provision of high-quality clinical care and services to clients.
- Responsible for effective clinical expense management and in appropriate record keeping supporting payment claims for nursing services to funders and/or charging to individual client budgets.
- Responsible for utilising available resources of organisational information to review clinical outcome achievement and plan remedial action if required clinical key performance indicators are not achieved.
- Responsible for the trials, risk assessment and recommendations of clinical equipment for purchase and maintenance of clinical equipment to fulfil Resthaven standards and policy. Implement safe systems of work consistent with legislative requirements and Resthaven policy.

### **Leadership**

- Coordinate and participate in the regional RN-coordinator after hours on-call roster.
- Provide advice to assist in decision making about finding the balance of informed client choice, clinical risk and dignity of risk supporting the Charter of Rights and Responsibilities and User Rights Principles of the Aged Care Act
- Provide and promote quality customer relations and information concerning Resthaven services to potential and current clients, their representatives and other Resthaven stakeholders.
- Respond to complaints related to clinical care matters made by stakeholders and model a positive customer focused approach for staff. Seek review of complex matters in liaison with the manager.
- Assist with the supervision of nursing and other work experience students on placement within the region.
- Contribute to education programs related to clinical assessment and clinical practice and participate in related corporate meetings relevant to the role.

- Responsible for promoting Resthaven’s Anti-discrimination Bullying and Harassment Policy within the workplace and ensuring that acceptable standards of conduct are always observed by staff.
- Other duties as directed by the Manager Community Services, commensurate with classification and training.

## **RESTHAVEN REQUIREMENTS**

Staff must follow and apply the following:

### **Quality, Health, Safety, and Injury Management**

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation and return to work of staff injured at work.
- Undertaking all duties in accordance with Resthaven’s Quality Management System, policies, and procedures
- Assisting in the ongoing maintenance of a safe workplace through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

### **Privacy and Confidentiality**

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers, students, and staff.
- Ensuring that any confidential information that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven’s:
  - Business or operational interests
  - Methodology and affairs
  - Financial information
  - Anything else that is notified as being confidential.

## **SELECTION CRITERIA**

### **Essential**

- Registered General Nurse with current registration with the Australian Health Practitioner Regulation Agency is essential.
- A current driver’s licence is essential.
- Demonstrated professional clinical nursing skills.
- Demonstrated ability to communicate effectively with staff and clients.
- Demonstrated leadership skills and ability to motivate staff to achieve organisational goals.
- Ability to logically prioritise varying work demands.
- Demonstrated organisational and time management skills.
- An understanding of the ageing process and a commitment to caring for aged clients
- An understanding of aged care funding processes and required documentation.
- Understanding of quality management systems and commitment to continuous improvement

- Demonstrated use of initiative
- Ability to develop a cooperative team approach to the delivery of services.
- Commitment to professional development
- Demonstrated ability to use Microsoft and other desktop applications.
- Working knowledge of:
  - Current legislation relevant to Aged Care
  - Accreditation Standards
- Ability to satisfy Key Personnel criteria within the Aged Care Act.

**Desirable**

- A relevant post-Graduate qualification
- Gerontic nursing experience
- Community nursing experience.

Acknowledged:

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Employee

Date: