

What you do matters.



Afterhours Manager

Position Description



EMPLOYMENT TYPE	Full Time or Part Time
CONDITIONS	Temporary or Permanent
TEAM	Residential Services
REPORTING RELATIONSHIPS	Reports to: Residential Services Manager Direct Reports: Clinical Support Nurses, Care Team

Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career. Benetas is a recognised leader in Gender Equality, having been awarded an Employer of Choice citation by the Workplace Gender Equality Agency for 15 years in a row.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

Role Purpose

The After Hours Manager (AHM) is responsible for the effective management and oversight of the local service after hours in the absence of the Residential Services Manager. The AHM utilises highly developed clinical and people management skills and experience to support local care teams to provide excellent quality person centred care and services to residents and their families.

Position Specific Responsibilities

Key Result Areas	Key Tasks/Behaviours
Clinical Leadership	<ul style="list-style-type: none"> • Take full responsibility for the management of the afterhours shift with regard to: <ul style="list-style-type: none"> ○ Managing clinical and other incidents and follow up ○ Dealing with client or family complaints or concerns ○ Communicating any issues or changes to the relevant personnel ○ Liaising with allied and medical health professionals to support effective client care ○ Critical incident management • Manage clinical care in consultation with the clinical and care team including: <ul style="list-style-type: none"> ○ Ensuring care is delivered according to the plan of care ○ Undertaking clinical assessments as necessary in response to changes or as part of the information gathering process ○ Participating in the development of effective care plans that are able to drive appropriate care and clinical practice, and participating in the evaluation of them against client outcomes ○ Managing, investigating and following up on complex clinical situations and incidents to mitigate adverse outcomes and prevent recurrence per Benetas protocols ○ Analysing and trending clinical and quality indicators to inform practice improvements • Take full responsibility for ensuring required assessments, care planning and reviews are undertaken appropriately on shift, and that all necessary documentation is complete, individualised and robust • Support the Medication Program including: <ul style="list-style-type: none"> ○ Liaising with the medical practitioner around medication effectiveness and issues as relevant ○ Ensuring medication charts are kept up to date, clearly documented and authorised by a medical practitioner ○ Ensuring team members understand their responsibilities in relation to medication administration ○ Promptly implementing changes to medications through communication with pharmacy and the care teams responsible for administration, and ensuring medication packages are amended asap ○ Managing the safe storage and administration of restricted medications ○ Overseeing the safe storage and delivery of non-packaged medications including injectables, eye drops, ointments and mixtures etc. ○ Undertaking quality improvement activities including medication chart audits, staff competencies, investigation and follow up of medication incidents, and analysis and trending of medication incident data to inform improvements in practice where relevant • Support the care team within the site to deliver high quality, person centred care and services through active mentoring and coaching • Encourage and support genuine connections between residents, families and staff • Coordinate referrals, liaise with, and manage allied health and medical professionals to meet resident's care goals • Supervision, monitoring and development of the care team on shift • Responsibility for ensuring ACFI documentation relevant to the shift is undertaken • In consultation with the Manager, responsibility for resourcing clinical and care needs, including roster management • Be aware of the environment and report and respond to workplace safety issues promptly, and support the Manager with OHS initiatives
Leadership	<ul style="list-style-type: none"> • In collaboration with the Manager, responsibility for supervision, monitoring and development of the primary care team • Support care team within site to deliver high quality, person centred care and services through active mentoring and coaching
Compliance and Reporting	<ul style="list-style-type: none"> • Using the suite of technology at work to report, plan, analyse and manage resident care and workplace behaviour • Actively engage with the site's Quality Improvement program and drive quality initiatives in response to this

Selection Criteria

Qualifications	
<ul style="list-style-type: none"> • Must have a current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency • Postgraduate qualifications in management or gerontology highly desirable 	
Skills and Knowledge	Interpersonal Attributes
<ul style="list-style-type: none"> • Significant clinical experience in an aged care setting or working with older people • Experience leading or managing teams in a similar setting • Specialist knowledge or qualifications in gerontology, palliative care, dementia care, or other relevant complex health care areas • Experience working within the Aged care legislative framework and requirements, including Compulsory Reporting requirements and the Aged Care Complaints Scheme • Experience working with the Aged Care Quality Standards and Accreditation Frameworks and requirements • Knowledge of the Aged Care Funding Instrument (ACFI), including its integration with individual care planning • Sound understanding of Occupational Health and Safety regulations • Experience working with software programs and devices such as Word, Excel, email, smart phone, tablets etc. 	<ul style="list-style-type: none"> • Works at a highly proficient level within the Code of Professional Conduct for Nurses in Australia • Is self-motivated in relation to professional and career development opportunities • Can capably lead others to achieve desired client care and business outcomes • Has a strong customer service orientation and is a highly effective communicator • Is able to maintain focus on the role responsibilities and priorities using effective delegation and communication skills Role models and drives the expected person-centred approach to client care and service • Is highly competent in relation to the nursing process: assessment, care planning, evaluation and review. • Shows sound judgement and responds quickly and effectively to issues including changes in client condition, complaints, and incidents • Is proficient in the management of complex clinical situations • Is proficient in medication management and able to implement and drive systems and practices within the care and clinical team to achieve a safe and effective medication program. • Is able to effectively communicate with medical and allied health, and advocate to achieve better clinical outcomes for clients • Can assist the Manager to maintain a high quality of living and working environment by promoting a safe workplace and reporting issues around the living environment • Can support the business to achieve expected ACFI results by working closely with the ACFI Champion and local clinical and care team • Is able to competently manage and use resources in the safe and effective delivery of client care

Core Behaviours Applicable To All Employees

Key Result Areas	Key Tasks/ Behaviours
Living our values in the way we behave and interact with others	<p>Respect - Takes time to understand and value each person and respects their choices</p> <p>Community - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p>Spirit - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p>Responsibility - Acts with integrity toward our clients, their families and carers and the broader community</p>
Leadership and Team	<ul style="list-style-type: none"> Leads by example Maintains a positive approach that promotes confidence in those around them Is open to feedback Achieves agreed work goals Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles
Health, Safety and Environment	<ul style="list-style-type: none"> Displays responsibility for self, team and environment Demonstrates positive approach to own safety and safety of others Achieves agreed work goals relevant to health, safety and environment
Continuous Improvement: Quality and Sustainability	<ul style="list-style-type: none"> Responds to the needs of customers and the changing environment in which our services operates Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks Takes initiative in making improvements to work processes Actively seeks new ideas and improvement Demonstrate evidence of continual improvement activities Strives for best practice Embraces and adapts to change
Professional and Personal Development	<ul style="list-style-type: none"> Takes responsibility for driving own professional development, expertise and personal development Completes all relevant on and off-the-job learning experiences

Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

Worker Screening Checks

As per Federal Government Legislation, all Benetas employees working at Residential Aged Care homes and risk assessed roles in Support Office are required to undertake a National Disability Insurance Scheme (NDIS) Worker Screening Check in place of the Police Check requirements.

Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

Code of Conduct

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.