

Position Description

POSITION DETAILS

Position Title	Care Manager
Functional Unit	Residential services
Nominated Supervisor	Residential Services Manager
Relevant EBA/Award	Catholic Homes (Victoria) – Residential Services Enterprise Agreement 2013-2017
Classification Level	Registered Nurse Grade 7
Date of Review	May 2019

VILLA MARIA CATHOLIC HOMES

Here at VMCH, our services are as diverse as the people we support.

Our values underpin the work we do. As a Catholic not for profit organisation, compassion, respect and inclusion aren't just words to us, they guide us in everything we do.

While we've been around for over a century, we're always moving forward. Always staying true to who we are by supporting people and families to live their best lives; providing a place to call home and spaces to learn and grow.

Our professional, compassionate and highly skilled staff are with you on your life journey; helping you with a wide range of support from specialist education, disability services, affordable homes, retirement living, at-home aged care and residential aged care.

OUR VALUES

- **Respect:** We recognise and respect the dignity and uniqueness of each person.
- **Compassion:** We truly care and are always open to the needs of others.
- **Integrity:** We are honest and transparent in all our dealings and accountable for all our actions.
- **Collaboration and partnerships:** We empower people, realise potential and maximise the outcomes from our work.
- **Inclusion:** We are welcoming, inclusive and responsive in our hospitality and services.
- **Stewardship:** We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

POSITION PURPOSE

The Care Manager, in consultation with the Residential Services Manager and the multidisciplinary team, provides clinical leadership in all aspects of the operations of the facility. They work collaboratively with all levels of management, nursing staff, carers, residents, families, support staff and relevant community care teams to facilitate an effective resident focused service.

The Care Manager will assume responsibility for the overall management of the site in the absence of the Residential Services Manager, where appointed.

POSITION RESPONSIBILITIES

Leadership

- Provides leadership and oversight of all clinical issues within the home.
- Provides support for the Residential Service Manager, including sharing on call duties with the RSM as required.
- Effectively undertakes management of day to day clinical operations;
- In conjunction with the Residential Services Manager, recruit and select new care staff to meet the Organisation's Mission, Vision and Values and strategic and operational objectives;
- Orientate and support new nursing and care staff to their role, the physical environment and equipment, including occupational health and safety requirements;
- Lead and manage teams by identifying clear team goals and providing clear direction to enhance staff's understanding of their duties and responsibilities;
- Provide effective and timely direction and supervision to ensure that delegated care is provided safely and accurately;
- Oversee the staff management processes, including performance management and ongoing feedback (in conjunction with the Residential Services Manager);
- Ensure staff work within their registered scope of practice and level of competence;
- Work as part of a team to ensure achievement of team goals and the efficient delivery of lifestyle services;
- Develop and facilitate effective teams through leadership, role-modelling, meeting structures and clear participative communication processes;
- Demonstrate a collaborative style of leadership.

Provision of Care

- Ensure the provision of high levels of clinical care to all residents in ways that support the development & maintenance of physical, psychological, spiritual and social wellbeing and reflects an understanding of aged care and the needs of older people;
- Conducting family consultations in relation to care plan evaluations with resident's family, representatives and medical decision-making representative.
- Manage admission processes ensuring that the new resident and their families are settled physically and psychologically into their new environment;
- Ensure residents have accurate, up to date care plans based on their needs;
- Ensure all assessments, documentation, care plans and reviews are carried out within a professional, efficient and timely manner so as to meet the objectives of good clinical care, accreditation and funding requirements.
- In collaboration with the Food Services Manager, develops nutritious and varied menus in line with resident's needs and individual preferences;
- Monitor standards of care provision and initiates appropriate action if required.
- Ensure allocation of staff is based on relevant resident's clinical needs and staff capacity to care for the resident.
- Ensure all residents' rights, responsibilities, confidentiality and privacy are maintained in all matters, paying particular regard to resident choice
- Engage a multidisciplinary approach to care provision.

Quality, Continuous Improvement and Risk

- Actively participate in the operation of the organisation's quality system particularly in relation to the implementation of Aged Care Accreditation Standards to enhance resident choice and quality of living; occupational health and safety and compliance matters as they relate to all residential services;
- Actively support and promote a culture of continuous improvement. Facilitate an environment where staff can be innovative by identifying and implementing innovative and creative practises;
- Ensure that all documentation is updated and completed to meet legal requirements (including clinical, incident, hazard reporting);
- Demonstrate awareness of risks associated with providing care in aged care and ability to implement documented requirements and preferences of residents;
- Actively manage compliance by all staff with Villa Maria Catholic Homes' policies, procedures and documentation requirements;
- Manage complaints in accordance with Villa Maria Catholic Homes' policies and procedures to achieve resolution;
- Organises education that is responsive to Resident care needs, clinical indicators, audit results and staff appraisals;
- Demonstrate compliance to all organisational and professional practice policies and procedures, mandatory training, auditing and competency assessment programs;
- Maintain knowledge and skills relevant to the position through participation in staff development programs. This includes attending mandatory training inclusive of Organisational Orientation, Food Safety and OH&S.

Professional Practice:

- Complies with statutory regulations, relevant legislative requirements and common law in relation to nursing in aged care including, but not limited to, Occupational Health and Safety (i.e. infection and safety standards), Aged Care Act, resident classification and funding tools, Charter of Residents' Rights and Responsibilities, Equal Opportunity Act, Privacy Act;
- Attends and participates in organisational meetings and development programs.
- Fulfils duty of care in accordance with recognised standards of practice;
- Recognises and responds appropriately to unsafe or unprofessional practice;
- Practices in accordance with VMCH and nursing professions' code of ethics and conduct;
- Practices in a way that acknowledges the dignity, culture, values, beliefs and rights of individuals and/or groups;
- Advocates for individuals/groups and their rights within organisational and management structures;
- Understands and performs within own scope of practice and as required by the Residential Services Manager consistent with the broad emphasis of the position;
- Demonstrates knowledge, skills and attitudes to provide safe and effective nursing care;
- Recognises differences in accountability and responsibility between registered nurses, enrolled nurses and care workers;
- Develop effective relationships with the local community, health professionals, residents and their representatives;
- Promote and develop effective communication skills with management through attending relevant site and organisational meetings;
- Be responsive, prompt and courteous when interacting with residents, families and colleagues and responding to the needs of residents and their families;
- Actively work to promote the organisation and colleagues in a positive manner at all times, both internally and externally;

KEY SELECTION CRITERIA

Essential

1. Registered Nurse with current registration with the Australian Health Practitioner Registration Agency;
2. Minimum of 5 years aged care experience in similar role
3. Demonstrate strong knowledge of compliance with residential Aged Care Standards, ACFI requirements, Occupational Health and Safety, food safety and other professional legislative requirements which affect the provision of care and services to residents;
4. Demonstrated awareness of the organisation's vision, mission and values;
5. Demonstrated ability to form appropriate supportive relationships with residents, representatives and the wider community, promote harmonious relationships between all stakeholders, and to provide appropriate feedback and direction as required;
6. Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment;
7. Demonstrated ability to lead, support and supervise staff and to promote a team approach in the workplace;
8. Demonstrated ability to be self-motivated and to promote a positive work environment;
9. Demonstrated capacity to be a role model;
10. Well-developed prioritisation and organisational skills with the ability to meet deadlines;

11. Demonstrated pro-active approach and the ability to work without supervision as well as the ability to work as part of a team;
12. Demonstrated ability to operate with discretion and to maintain complete confidentiality;
13. Excellent verbal and written communication and interpersonal skills, patience, common sense and a strong ethos of client service;
14. Demonstrated experience in the efficient management of resources and complex projects, including the ability to meet timelines;
15. Satisfactory attainment and maintenance of relevant criminal records check.

Desirable

1. A current Victorian driver's licence
2. Working knowledge of Health Care/Aged Care information management systems, Microsoft Office applications, email and the internet
3. Further education relevant to residential aged care