



Government
of South Australia

Health

Limestone Coast
Local Health Network

ROLE DESCRIPTION

Role Title:	Associate Nurse/Midwife Unit Manager - Aged Care Assessment Team (ACAT) Coordinator
Classification Code:	Registered Nurse/Midwife Level 2
LHN/ HN/ SAAS/ DHA:	Limestone Coast Local Health Network (LCLHN)
Hospital/ Service/ Cluster	LCLHN Country Health Connect
Division:	LCLHN Country Health Connect
Department/Section / Unit/ Ward:	Aged Care Assessment Team
Role reports to:	RN/M Level 4, Regional Manager Community Nursing/Regional Manager Home Support
Role Created/ Reviewed Date:	Reviewed July 2021
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Primary Objective(s) of role:

Provide nursing and/or midwifery services in a variety of health service settings which has been consolidated by experience and/or further study with staff at this level developing from competent to proficient practitioners.

Accepts accountability for their own practice standards, activities delegated to others and the guidance and development of less experienced staff.

Provide support to the Nursing/Midwifery Nurse/Midwife Unit Manager or equivalent in the leadership of nurses/midwives in the ward/unit/service.

Employees in this role will undertake a portfolio within which they will:

- > Promote continuity and consistency of care in collaboration with other AN/MUM and the Nurse/Midwife Unit Manager or equivalent;
- > Assist the Nurse/Midwife Unit Manager or equivalent in the implementation of practice changes; and
- > Assist the Nurse/Midwife Unit Manager or equivalent in undertaking ward/unit/service management responsibilities, eg. Performance management processes, recruitment, staffing, leave management, rostering, work allocation and attendance management; financial and supplies planning and monitoring.
- > Be responsible for the continuing development, coordination, implementation and evaluation of the LCLHN Aged Care Assessment program through acute, residential and community settings.
- > Provide specialist knowledge and skills in the aged care assessment field.

Direct Reports:

> Nil

Key Relationships/ Interactions:Internal

- > The Associate Nurse/Midwife Unit Manager ACAT Coordinator maintains a close working relationship with and is accountable professionally to the Regional Manager Community Nursing and is expected to participate in a formal clinical supervision arrangement.
- > The Associate Nurse/Midwife Unit Manager maintains a close working relationship with Clinical Nurse/Midwife and supports the role of the Regional Manager Community Nursing.
- > Maintains cooperative and productive working relationships within all members of the health care team
- > Supports and works collaboratively with less experienced members of the nursing team
- > Works within a multidisciplinary team framework, in partnership with other allied health services and para-professionals service providers to facilitate multi-disciplinary input into assessments and service planning.

External

- > Interacts with clients, carers, referrers, general practitioners, hospital discharge planners, government and non-government hospital staff and organisations, allied health professionals, geriatricians, service providers, State and Commonwealth Government Agencies and community members.

Challenges associated with Role:

Major challenges associated with the role include:

- > Keeping up to date with, implementing and monitoring evidence-based practice and quality management initiatives consistent with organisational policies
- > Dealing appropriately and relevantly where there are multiple complexities, diverse cultural backgrounds and expectations of clients
- > Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices
- > Maintaining workload pressures to meet Key Performance Indicators (KPI's), Performance Expectations and managing staff across multiple sites.

Delegations:

- > Nil

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children’s Protection Act 1993 (Cth) – ‘Notification of Abuse or Neglect’.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.*
- *Relevant Australian Standards.*
- *Duty to maintain confidentiality.*
- *Smoke Free Workplace.*
- *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- *Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

The Limestone Coast Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Limestone Coast Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014 specific to the role.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Will need to undertake specific ACAT mandatory training for generic, assessor and delegation
- > Some out of hours work may be required and intrastate/interstate travel involving overnight absences may be required.
- > Travel on light aircraft is required as part of undertaking this role.
- > A current driver's licence and a willingness to drive is essential as frequent travel within the region is necessary and may be required to work anywhere in LCLHN.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Provide proficient, person centred, clinical nursing/midwifery care and/or individual case management to patients/clients in a defined clinical area; > Monitoring patient/client care plans to ensure appropriate care outcomes are achieved on a daily basis; > Oversee the provision of nursing/midwifery care within a team/unit. > Address dissatisfaction/complaints from client and families relating to client's outcomes.
Support of health service systems	<ul style="list-style-type: none"> > Assists and supports the Nurse/Midwife Unit Manager or equivalent in management, clinical, and education activities; > Plan and coordinate services including those from other disciplines; > Act to resolve local and/or immediate nursing/midwifery care or service delivery problems; > Support change management processes. > Support the team and ensure that processes, as described by the Commonwealth Department of Health and Wellbeing, are in accordance with the Aged Care Assessment Program (ACAP) guidelines and are followed > Supports the team in meeting KPI's, Performance Expectations (State and Commonwealth) and liaise with line managers about any issues or concerns including strategies to address any underperformance, and advise of any anomalies for KPI and Performance Expectation reporting > Support the team to attain the highest professional and administrative standards, including, but not limited to high quality comprehensive assessments, multi-disciplinary approach, wellness and reablement focus, consumer direction and focus > Have a contingency backup plan for when absent from position > Develop processes and systems that optimise service delivery > Provide input into planning and service delivery development as required in consultation with Regional Manager Home Support > Foster a wide range of networking relationships across LCLHN, SA ACATs and the broader aged care sector to influence the strategic direction of the service > Ensure timely collection of data, including but not limited to, MAC requirements, ACAT delegations and KPIs and Performance Expectations > Coordinate regular team meetings regarding clinical practice, administration requirements and service delivery > Coordinate team activities to meet client objectives including liaison and triage of referrals, and allocation of workload, and ensure contingency plans are identified and developed > Ensure the team has appropriate delegation for processing ACAT approvals > Ensure wellness and reablement approach is followed by the team > Receive and respond to correspondence for the team, and disseminate any correspondence from the Department of Health and Wellbeing to all LCLHN ACAT staff.

<p>Education</p>	<ul style="list-style-type: none"> > Participate in clinical teaching, overseeing learning experience, and goal setting for students, new staff and staff with less experience; > Assist the Regional Manager Community Nursing and Nurse/Midwife Educators to maintain a learning culture by being a resource person, encouraging reflection and professional development, and assisting others to maintain portfolios/records of learning. > Provide support and facilitate achievements of training requirements including training offered within the My Aged Care Learning Experience (MACLE) guide or other professional development as required.
<p>Research</p>	<ul style="list-style-type: none"> > Participate in clinical auditing, clinical trials and/or evaluative research; > Integrate advanced theoretical knowledge, evidence from a range of sources and own experience to devise and achieve agreed patient/client care outcomes; > Assist the Nurse/Midwife Unit Manager or equivalent to maintain and record monitoring and evaluative research activities in the ward/unit.
<p>Professional leadership</p>	<ul style="list-style-type: none"> > Promote continuity and consistency of care in collaboration with the Nurse/Midwife Unit Manager or equivalent of the ward/unit/service; > Provide shift by shift leadership in the provision of nursing/midwifery care within a team or unit and facilitate patient flow; > Act as a resource person within an area based on knowledge, experience and skills. > Coordinate staff over multiple sites, including travel to sites where staff are located > Contribute to a team building approach with all members of LCLHN ACAT > Supports and works collaboratively with less experienced members of the team, providing mentoring as required, including orientation to ACAT role, providing context for reforms and future directions, linking team members with other information sources and supports > Responsible for the day to day operation and administration of the ACAT. Including but not limited to: <ul style="list-style-type: none"> • Planning, coordinating and managing the clinical aspects of the service • Providing professional leadership and acting as an advisor to mentor staff within the team • Ensuring staff have access to appropriate information and resources from the Commonwealth, Office For Ageing Well , LCLHN and at the local site > Ongoing review of professional work practices.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Registered or eligible for registration as a Nurse with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.
- > Registered or eligible for registration as a Nurse/Midwife with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.

Personal Abilities/Aptitudes/Skills

- > Effective communication, problem solving, conflict resolution and negotiation skills.
- > Ability to work effectively within a multidisciplinary team.
- > Ability to prioritise workload and meet set timelines, whilst working under minimal supervision.
- > Ability to be creative, innovative and flexible when approaching issues within the healthcare setting
- > Experience in the aged care and community care sector.
- > Experience as a coordinator of multidisciplinary teams in the health care industry.
- > Experience in the coordination of teams with clear performance expectations and KPIs that are linked to funding

Experience

- > Registered Nurse/Midwife with at least 3 years post registration experience or currently classified as a Clinical Nurse/Midwife.
- > Demonstrated competence in the relevant area of nursing practice in accordance with the appropriate standards of practice.
- > Experience in the supervision of student nurses, enrolled nurses and less experienced registered nurses.
- > Extensive experience in aged care service provision, including working with individuals/carers who have dementia or mental health problems and their families
- > Experience in management and Leadership roles.

Knowledge

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- > Knowledge of Quality Improvement Systems as applied to a health care setting.
- > Knowledge of contemporary professional nursing/midwifery and health care issues
- > Knowledge of the Aged Care Assessment Program, including assessment guidelines, procedure and protocols.
- > Knowledge of the services needs of the aged and/or people with a disability
- > Knowledge of all aspects of aged care including legislation, government programs and resources available to the aged.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > My Aged Care Statement of Attainment 3 (SOA3)
- > My Aged Care Self-Paced Learning Experience (SPLE)
 - o Working appropriately with Aboriginal and Torres Strait Islander Peoples (ATSI)
 - o Working with Culturally and Linguistically Diverse People (CALD)
- > Working with Carers and the Care Relationship (Carers)

Personal Abilities/Aptitudes/Skills

- > Ability to work within a team framework that fosters an environment that develops staff potential.
- > Skills in using computers and software relevant to the area of practice
- > Communication strategies dealing with the older population and their families/carers

Experience

- > Experience with quality improvement activities.
- > Experience in evaluating the results of nursing research and integrating, where relevant, the results into nursing practice.
- > Previous professional experience in the area of Aged Care in a wide range of relevant activities including health education and promotion, community development and liaison group work, individual client treatment and policy development.
- > Experience in the aged care and community care sector.
- > Experience as a coordinator of multidisciplinary teams in the health care industry.
- > Experience of coordination of teams with clear performance expectations and KPIs that are linked to funding.

Knowledge

- > Knowledge of the South Australian Public Health System.
- > Knowledge of the SA Private Health system.
- > Knowledge of Consumer Directed Care (CDC).
- > Knowledge of contemporary professional and ageing issues.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Limestone Coast Local Health Network:

Residents within the Limestone Coast Local Health Network have access to a wide range of health care services. The Limestone Coast region covers a large geographical area which consists of the Upper and Lower South East, and extends all the way to the Victorian border.

Services provided within the South East region include accident and emergency, day and inpatient surgery, aboriginal health, obstetric services, community health and aged care services.

We have Health facilities located within Mount Gambier, Bordertown, Kingston, Millicent, Naracoorte and Penola. The links below can be used to navigate to detailed information on the different Hospital and Aged Care sites, as well as Country Health Connect.

The health units within the Limestone Coast LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

Values

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Values

LCLHN Values

The values of LCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

Integrity	<ul style="list-style-type: none"> > We know integrity involves not only doing what is right when everyone knows, but also when no one is watching > We recognise the importance of our work and display a high standard of professionalism > We do what we say and say what we mean
Honesty	<ul style="list-style-type: none"> > We engage in open, clear and honest communication > We are transparent and truthful in our actions > We acknowledge our strengths, limitations and mistakes and learn from these for improvement
Courage	<ul style="list-style-type: none"> > We have the courage to speak up and respectfully challenge others > We are committed to being a high performing team and support a culture that fosters continued progress and growth > We show resilience in the face of adversity
Care	<ul style="list-style-type: none"> > We provide compassionate, appropriate and safe care in a supportive and nurturing environment > We partner with consumers, family members and carers to help them make decisions and support them along the care continuum > We create a culture of care where staff are supported and positively engaged in their work
Respect	<ul style="list-style-type: none"> > We seek to understand and value others by putting ourselves in their shoes > We listen attentively, communicate openly and act without judgement > We recognise and welcome diversity within our community and our staff

Code of Ethics

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Aboriginal Health

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: