

POSITION DETAILS

Position Title	Practice Manager – Clinical
Nominated Supervisor	Senior Manager Accommodation
Division	Community and Disability - Accommodation
Business Unit / Department	Accommodation
Cost Centre(s)	TBC
Industrial Agreement	Common Law
Classification	Not applicable
Direct Reports	Nil
Budget	TBC
Last Date of Review	2 September 2019

ORGANISATIONAL ENVIRONMENT

At VMCH, our vision as Catholic Not for Profit organisation is to be a leading provider of high-quality disability, specialist education, aged care and retirement living services.

As an organisation, VMCH is sustained by the engagement and contribution of our staff, our volunteers and our community supporters. Our values aren't just words to us; they guide us in everything we do.

We've been in operation for over a century providing in home, residential aged care, retirement living, disability services and specialist education, we have over 50 locations, 2,600 employees and provide services 24 hours a day, 7 days a week.

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.

Category **4 Human Resources**
Owner **Rashmi Somu**
Version **{_UIVersionString}**

Approved Date **{_ApprovedDate}**
Review Date **{_ReviewDate}**

ABOUT DIVISION

VMCH operates disability accommodation and respite services. Our Specialist Disability Accommodation (SDA) homes provides a twenty-four hour, seven day a week supported independent living model for all out clients. The Accommodation section also provides short term accommodation for both children and adults.

POSITION PURPOSE

- The Practice Manager - Clinical is responsible for leading, supporting, developing and educating in the areas of care and clinical practice across all sites in the Accommodation division in line with VMCH mission, vision and values.
- The role will provide innovation, continuous improvement, support, supervision and direction to those responsible for delivering care in the areas of daily living as well as to those who have complex behaviour support needs.
- This will be achieved through determining and developing best practice business, care and clinical practice guidelines to support the development, implementation and ongoing delivery of effective individualised client plans, providing systemic advice for services including staff, families and other stakeholders.
- The Practice Manager – Clinical will undertake observational coaching sessions in each location, develop and assist staff deliver best practice care and clinical practice to support positive outcomes for our clients and their families and staff.

KEY ACCOUNTABILITES

Strategy

- Work in partnership with service delivery teams to implement and promote best practice in care and clinical service delivery
- Create a client centred culture while developing best practice in care and clinical service delivery
- Provide advice and practical assistance to Managers and team members on the application and implementation of legislation, standards and evidence informed practice
- Act as a role model of contemporary evidence-based practice providing professional, expert advice regarding the delivery of clinical and care services to clients and their families

Service Delivery

- Provide clinical expertise and knowledge while developing educational programs and practice initiatives and ensure these translate these into everyday actions
- Provide practical guidance, support and direction to managers and employees on the provision of services to clients based on contemporary specialist knowledge across the disability sector
- Implement organisational program related initiatives within the area
- Highlight areas of risk and address as required with the aim to rectify
- In conjunction with the Senior Manager and Regional Manager's, review all current and new plans, including transition plans, behaviour support plans and risk management plans for all accommodation clients.
- In collaboration with management team assist in developing solutions to complex practice issues and work towards viable solutions for clients, families and carers and employees.

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Clinical Care

- Determines the most effective practice for completing, reviewing assessments and care planning to highlight client needs and abilities;
- Highlights organisational deficits and provides solutions including training, external support and collaboration with colleagues;
- Develops, in collaboration, comprehensive and accurate assessments of client needs, potential and risk factors; and
- Uses advanced clinical knowledge and skills to assist client and support staff to address and meet more complex clinical care needs.

People Management

- Act as a role model of contemporary evidence-based practice providing professional, expert advice regarding the delivery of services to clients and their families
- Develop educational programs to extend capability and competency of staff responsible for delivery of service and care
- Provide training, on-the-job assessment and coaching and mentoring to staff supporting participants with complex needs to enhance capability, competency and confidence
- Provide leadership and support to review and enhance practice service delivery and continuous improvement

Finance and Budget Management

- Provide advice regarding best financial models for care
- Liaise with a broad range of stakeholder to create positive solutions to identified areas of improvement.
- Contribute to the development of individual client funding submissions
- Develop a supplier list for products to uphold quality of client care and provide support and training to staff.

Quality

- Comply with all VMCH Quality policies, procedures and relevant legislation
- Contribute to continual improvement of process' and systems
- Protect sensitive information and privacy of both colleagues and clients
- In partnership with internal stakeholders, ensure compliance with relevant legislation, service standards and VMCH policy and procedures;
- Interpret and understand regulatory compliance matters and develop appropriate measures to ensure delivery practices are in line with all state government systems for disability funded services (e.g. reporting requirements under the NDIS Commission)
- Ensure all services provided are of the highest quality, in line with the compliance requirements from both the state and federal government.

Workplace Health and Safety

- Commitment to ensuring your own health and safety and that of others in the workplace
- Comply with all VMCH Health and Safety policies, procedures and training
- Report any incidents or unsafe conditions that you become aware of promptly and accurately
- Ensures economic and safe use of resources and equipment

KEY SELECTION CRITERIA

Essential

- Relevant nursing degree with current AHPRA registration or disability qualification
- Experience with understanding the NDIS quality and safeguard framework
- Strong conceptual, strategic thinking, analytical skills, well-developed organisational skills to meet deadlines and effective collaboration with key stakeholders.
- Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment.
- Cleared National (all applicants) and international (where required) Police record check
- Current right to work in Australia
- Cleared check against the Department of Health & Human Services operated Disability Worker Exclusion
- A valid, employer Working with Children Check
- Victorian driver's license

Desirable

Understanding of person-centred practice

Understanding of disability accommodation services

Detailed knowledge of the NDIS and relevant national and state government policies

Cert IV in training and Assessment

SIGNATURES

Employee's Name		Supervisor's Name	
Employee's Signature		Supervisor's Signature	
Date		Date	