

You’ve come to the Right Place

Clinical Care Manager

With the first foundation stone laid in 1963 in the Huon Valley; Huon Regional Care is a long-established provider of quality community and aged care services across Tasmania. You’ll find us in three main locations; Franklin, Dover and Nubeena.

Huon Regional Care leads with courage, through integrity; and accountability; we strive to achieve the very best for our people, and the people we care for, empowering the individual.

Huon Regional Care’s Purpose, Vision and Values are woven into the fabric of our existence; building individual, team and organisational attitudes; driving our culture.

**Our Purpose Contributing to the dignity, meaning and comfort of people in need**

**Our Vision To be the first choice in aged and community care in Tasmania**

**We Value:**

Making a Difference We put people first

We exceed expectations

We are always looking for better ways to do things

We work collaboratively as a team

Empathy We endeavour to understand what someone is feeling

We are patient and listen

We support people with kindness

Excellence We take responsibility for our decisions and actions

We take ownership, we follow through

We take pride in our work

We find learning opportunities in our mistakes

Integrity We behave ethically and honestly

We show respect to everybody

We do the absolute best we can

Courage We forge ahead even when it’s tough

We embrace change and welcome diversity

We ask for help when we need it

We speak up when something needs to be said

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| **Position Description** |  | |
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| Position Title | Clinical Care Manager | |
| Reports to | Facility Manager | |
| Significant Working Relationships | All staff, residents, service users and their relatives, internal and external stakeholders. | |
| Location | Franklin | |
| Agreement/Award | Huon Regional Care Nurses Agreement 2019 | |
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| **Position Purpose** |  | |
| The role of the Clinical Care Manager is to provide clinical leadership to ensure all people accessing Huon Regional Care services receive the highest standard of care. It is imperative the Clinical Care Manager works in accordance with the organisation’s values while partnering with the Facility Manager and staff to deliver comprehensive team based person-centred care. | | |
| **Role Accountabilities** | | |
| **Clinical Care**   * Co-ordination of multi-disciplinary team-based care to ensure high quality person-centred care. * Comprehensive assessment and care planning of all people accessing services. * Timely reassessment and communication of changes relating to the persons care needs to the multi-disciplinary team. * Direct delivery of high standards of clinical care to people accessing services within the facility in accordance with the persons individual needs and best practice standards for a registered nurse. * Ensure documentation is maintained accurately within the organisation’s electronic or paper based system, and in accordance with legislative requirements, standards, policies and procedures * Ensure clinical aged care documentation is completed to support and maximize Aged Care Funding Instrument (ACFI) claims.   **People and Resource management**  In conjunction with the Facility Manager;   * Oversee the day-to-day operation of the facility including staff management and rosters. * Manage relationships effectively including people receiving services and their families, management, staff working in the organisation’s multi-disciplinary team and all other stakeholders. * Monitor service users feedback and complaints to ensure all corrective actions and improvements are implemented in a timely manner. * Facilitate staff education and development. * Facilitate change management and a positive team culture in line with the organisation’s values, strategic plan and service redesign. * Monitor the correct use and maintenance of equipment * Manage processes for effective ordering, use and storage of consumables and medications * Monitor preventative maintenance schedules   **Workplace Health & Safety**   * Monitor and effectively manage staff culture and compliance relating to safe work practices and a safe working environment * Participate in the effective management of the workers' compensation process including managing staff on return to work programs in partnership with the Facility Manager * Monitor and implement appropriate actions relating to hazards, identified risks and incidents   **Quality and Risk Management**   * Participate in the development of continuous improvement and risk plans * Complete audits and analyse results to enable corrective actions and improvements to be identified. * Maintain documentation relating to all improvements and quality activities and forward to the Facility Manager and Quality and Risk team. * Ensure auditing and compliance reports are completed in a timely manner * Ensure outgoing monitoring and evaluation of compliance with relevant accreditation standards, organization policies and procedures and legislative requirements. * Participate in accreditation audits and reviews * Provide feedback to staff, the Facility Manager and executive management team regarding audit results and outcomes of quality activities * Participate in the organisation’s continuous improvement committee meetings, leadership meetings and other meetings as directed by the Facility Manager or Executive Management team. | | |
| **Selection Criteria** | |  |
| |  | | --- | | **Essential qualifications and experience**   * Registered Nurse with current Australian Health Professional Regulation Agency registration (AHPRA). * Current valid satisfactory National Police Check Certificate * Minimum 5 years post qualification nursing experience * Demonstrated clinical management and leadership * Experienced with performance management * Excellent verbal and written communication   **Desired knowledge and experience**   * Post graduate/tertiary qualifications in advanced clinical nursing and/or relevant experience * Experience in an aged care of regional health service and demonstrated, comprehensive clinical knowledge and skills in a relevant discipline.   **Behaviours**   * Experience in an aged care of regional health service and demonstrated, comprehensive clinical knowledge and skills in a relevant discipline. * Confidentiality – applies the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Huon Regional Care. * Emulating Values – demonstrates, through behavior, an alignment to and an understanding of our values and the criticality of those values to our ongoing success. * Delivering Results – efficient follow through of any tasks to completion or as otherwise determined by the direct supervisor or designated employee. * Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimizes surprises. * Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group. * Decisiveness: takes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action. * Conceptual and analytical ability; deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these link to innovations. * Risk Adverse – identifies compliance risks and acts to minimize such risks * Adapting to Change – seeks opportunities to transform the business by adapting to change in a positive and responsive manner. * Formulating Concepts – demonstrates short to medium term visioning and develops a plan to achieve the vision. | |  | | | |

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| **Version** | **Effective From** | **Comments** | **Review Date** |
| 002 | Jan 2020 | Position Reviewed | Jan 2021 |

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| Employee Name: |  |
| Signature: |  |
| Date: |  |

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| **Role Accountabilities**  **WORKING RELATIONSHIPS**  **Responsible and  Accountable to:** Executive Manager Clinical and Hotel Services  **Works closely with:** Residents, service users and their relatives; senior management; staff; medical and allied health professionals; external stakeholders including community and other representatives from all levels of government and funding bodies; visitors; volunteers; advocates; Agency staff; contractors.  **KEY RESPONSIBILITIES**   1. **Finance** 2. Implement the Multi Purpose Service delivery plan in line with the agreed budget. (Tasman only) 3. Monitor and manage budget for the facility delivering positive returns (Franklin and Dover). 4. **Care recipient focus**   2.1 Manages the delivery of quality nursing services and to care recipients using a multi-disciplinary approach.  2.2 Co-ordinates the function of multidisciplinary meetings for the purpose of quality outcomes for care recipients.  2.3 Ensure the maintenance and accuracy of documentation in accordance with regulations.  2.4 Provides feedback to care recipients on outcomes from Continuous Improvement and Clinical activities.  2.5 Oversee the nursing and assessment care planning process ensuring involvement of care recipients and/or their representatives, as well as all levels of staff.  2.6 Ensures there is a planned approach to assist care recipients to maintain or improve their lifestyle.  2.7 Maintain Clinical practice by actively participating in same on regular basis.  2.8 Oversee the successful delivery of Community Care Services   1. **Professional**   3.1 Drive the Mission, Vision and Values of Huon Regional Care and work for its achievement and aspire to attain a standard of excellence in work practices.  3.2 Continue participation in own self-development, including attending educational programs.  3.3 Act as a clinical resource within Huon Regional Care.  3.4 Conduct and participate in performance appraisals as required  3.5 Develop and facilitate the staff induction program within Huon Regional Care  3.6 Promote staff attendance at professional development programs  3.7 Identify and plan staff educational needs through performance management processes, staff surveys, observations, hazard and incident reports.  3.8 Initiate research and quality improvement projects and oversee their implementation.  3.9 Revise and manage compliance with the policies and procedures of Huon Regional Care  3.10 Participate in the management of complaints.  3.11 Oversee medication incident management and report to the Executive Manager Cinical and Hotel Services.  3.12 Ensure accurate monthly facility reporting for the CEO and Board, as directed by the Health and Facility Services Manager   1. **Communication**   4.1 Ensure practices reflect care recipient confidentiality regarding information, including medical history and information told in confidence.  4.2 Display respect, empathy and understanding towards care recipients and their families, and all staff members.  4.3 Interacts and communicates with other health team members, in the interests of the care recipients and of achieving a team approach to care recipient care.  4.4 Utilise effective conflict resolution skills.  4.5 Promote and maintain harmonious working relationships within all  sections.  4.6 Engage with community on operations of the MPS including participation on the Community Advisory Committee and other health professionals (Doctors Surgery- Tasman Only).   1. **Organisation / Administration**   5.1 Maintain adequate nursing and care staff levels for the safe delivery of care to care recipients.  5.2 Responsible for the nursing and care staff annual leave plans.  5.3 Participates in Management meetings and other committees as required and disseminates information appropriately.  5.4 Responsible for staff performance and development processes  5.5 Participates in the recruitment of clinical staff.  5.6 Responsible for the stock supply for clinical areas.  5.7 Collaborate with staff to develop, undertake, monitor and evaluate quality improvement activities.  5.8 Participates in the accreditation process.  5.9 Ensure clinical audits are completed and reviewed. Document and implement improvements.  5.10 Manage administration staff to ensure smooth running of the facility  5.11 Record data and prepare reports as required under the MPS sundry agreement. (Tasman Only)  What is the equivalent reporting requirement for Franklin and Dover?   1. **Safety**   6.1 Identify unsafe environment and work practices and accept responsibility for intervention and active participation in WHS programs.  6.2 Implement correct fire safety procedures and attend fire drills as required. Operate as a Chief Fire Warden when required.       1. **Other Duties**    1. As delegated by the Executive Manager Clinical and Hotel Services within the requirements of the position description following consultation and communication.   **LEVEL OF RESPONSIBILITY**  1. Ensures care recipient care is delivered in accordance with Mission, Vision and Values of Huon Regional Care guided by the policies and procedures of the organisation.  2. Provides leadership, guidance direction and support to staff.  3. Responsible for efficient and effective rostering practices.  4. Provide reports and recommendations to the Executive Manager Clinical and Hotel Services and with regard to all aspects of care delivery at the Tasman Multi-Purpose Health Centre (Tasman) Franklin and Dover facilities (Franklin, Dover).  **DIRECTION / SUPERVISION**  Works autonomously and reports directly to the Executive Manager Clinical and Hotel Services.  **SELECTION CRITERIA**  1. Essential Requirements   * Registration with the Australian Health Practitioners Regulation Agency. * Comply with the National Police Check requirements for aged care * Experience and knowledge of aged care, urgent care and rural health services.   2 Knowledge and Skills Required   * Knowledge of contemporary practice and its application. * Demonstrates passion about clinical management. * Knowledge of the legal requirements, relevant policies and procedures of the practice setting. * Demonstrated clinical competence and expertise in the clinical area. * Effective communication and interpersonal skills including conflict resolution. * Ability to act in the preceptor role and support and guide other members of staff. * Problem solving and decision making skills. * Ability to motivate and organise self and staff. * Knowledge of research methods and Quality Improvement programs and the ability to apply these principles. * Demonstrated competence in organisational management. * Be outcomes driven.   **WORK HEALTH & SAFETY RESPONSIBILITIES OF EMPLOYEES**  In the performance of their work, all employees are responsible to the extent of their ability, to preserve the work health & safety of themselves their fellow employees and others, including care recipients.  **In particular, employees are to:**   * Be aware of and uphold all Huon Regional Care procedures, practices and policies. * Set an example to fellow employees in following all WHS procedures, practices and directions. * Correct where possible, and immediately report using documented procedures, any unsafe practice including “near miss” incidents * Ensure they do not perform unfamiliar tasks for which they have not received appropriate instruction or training. * Report, using documented procedures, all work-related injuries. * Co-operate with, and participate in, all programmes designed to make the working and living environment safer and healthier. * Maintain good housekeeping standards at all times. * Observe all warning signs and notices. * Co-operate with the employer so far as is necessary to meet the employer’s obligations under WHS legislation. * Contribute ideas to the development of a safer and healthier working environment. * Not intentionally or recklessly interfere with or misuse anything provided in the interest of WHS. * Participate in and support the induction and other training courses.   **PERSONAL AND PROFESSIONAL DEVELOPMENT**  You are required to participate in staff meetings, ongoing education programs relevant to areas of responsibility and attend those training programs deemed mandatory.  The performance of all staff will be reviewed on a regular basis.  **QUALITY IMPROVEMENT PROGRAM**  Huon Regional Care has a strong commitment to the process of Continuous Improvement and all staff are expected to participate by making recommendations, suggestions or identifying opportunities for improvement to work place practices. Staff are also required to participate in relevant practice audits when requested by management.  Performance Measures will be evaluated as below for each Clinical Manager   |  |  | | --- | --- | | **Clinical care**   * Provide high level, timely, accurate advice to the Facility Manager on all aspects of clinical services, function, governance and risk. * Follow direction for the delivery of quality services across HRC and ensuring the delivery of all clinical services is well planned and effective in meeting current and future consumer needs * Review, monitor and evaluate reports on HRC’s Quality Indicators using relevant benchmarks, evidence and standards * Maintain an awareness of external influences including legislative and regulatory changes that will impact HRC and the sector more broadly and respond appropriately | **Performance Measures**   * Reports are provided by the date?? of each month, on request and in response to identified risks * Performance reports are provided to the Facility Manager and remedial action taken and evaluated      * Environmental scan reports, including legislative and regulatory changes are discussed with the EMCHS for advice and consideration | | **Clinical Governance, Quality and Risk**   * Lead and manage the implementation and evaluation of a comprehensive Clinical Governance and Risk Framework across HRC. * Direct and coordinate continuous improvement systems and reporting for ensuring compliance with State and Federal regulations, contractual obligations, the Aged Care Quality Standards and Accreditation      * Open disclosure frameworks and practice are implemented, monitored and evaluated * Accountable for successful aged care accreditation compliance * Champion, lead and communicate the strategic direction and standards expected of HRC to deliver quality consumer outcome * Promote and support the use of evidence based practice * Establish and lead the use of performance measures to drive continuous improvement * Ensure clinical capability aligns with service demands and the Clinical Governance Framework principles * Work closely with and immediately report all Mandatory Reporting, Serious Incident investigations to the EMCHS and Senior management | **Performance Measures**   * Evidence of a robust systems approach to leading and reporting clinical governance, risk management and quality improvement * Regulatory compliance is monitored and reported using audit tools, internal and external reporting mechanisms * Documentary evidence supports the management of delegation to achieve full compliance with all relevant areas of legislation and reporting * Evidence of open disclosure following adverse events * Relevant staff have received training in the Open Disclosure Process * 100% compliance with Accreditation outcomes * Annual quality plans are developed, implemented and reviewed across HRC * Clinical practice, policies and procedures reflect contemporary evidence-based practice * Key Performance Indicators (KPI’S) are used to monitor, measure and report on quality improvement. * Clinical indicators demonstrate a downward trend in incidents and poor outcomes for consumers * Skill mix workloads are monitored and actioned to reflect acuity and care needs of consumers * Mandatory and Serious Incident investigation and reporting is evident | | Financial Management   * Contribute, monitor and control the annual budget for HRC Clinical Services and Community Services (Tasman) including optimizing management of revenue streams, monitoring of ongoing budget performance, efficient resource planning and utilisation and variation management * Develop and progress business cases and financial models for projects and initiatives * Initiate and support development and innovation of business systems and growth of Clinical Services at the Franklin Facility . * Deliver optimal business and financial outcomes across services to maintain viability and sustainability across services * Analyse and initiate solutions for budget variances * Identify and promote initiatives that improve financial performance, grow revenue and reduce costs * Develop, integrate, monitor and report on relevant KPI’s. | **Performance Measures**   * Liaise with the EMCHS and the Facility Manager regarding operational budgets and contribute within required timeframes as set out by the EMCHS * Evidence of participation in all aspects of financial performance management and monthly budget action reports and demonstrate action on variances * Compliance with contracts and the timely delivery of reporting * Skill mix/ workloads are monitored and reflect occupancy levels and care needs * All cost centre budget outcomes are achieved as determined by COO and Executive Manager Finance and ICT * Actions efficiency measures in designated timeframes in response to directions from the Facility Manager * Funding opportunities are maximised through vigilant monitoring and accurate and comprehensive documentation * Funding acquittals are reported and completed on time to management and grant providers * Reports are provided against KPI’s monthly to the Facility manager | | **Consumer Experience and Engagement**   * Develop and integrate best practice systems for responding to complaints within required timeframes * Monitor consumer experience and provide direction to improve consumer experience where indicated * Foster a culture of consumer centred care across HRC * Ensure that respect, sensitivity and cultural awareness are evident in interpersonal relationships between staff and residents * Ensure the cultural differences spiritual beliefs, cultural practices and lifestyle choices of consumers, families and staff are respected | **Performance Measures**   * Best practice complaints system is in place, monitored and reported on a monthly basis * 50% reduction in formal complaints over a six month period * Complaints investigation and response is within designated timeframe * Consumer Survey outcomes >80% level of satisfaction with services * Feedback trends reflect a positive change in culture * All staff have undertaken training in cultural safety. | | **Communication**   * Demonstrate superior communication skills which influence and persuade others * Demonstrate coherent well developed written and verbal skills * Demonstrate highly developed interpersonal skills including conflict resolution, negotiation and consultation * Ability to negotiate with external stakeholders to achieve outcomes | **Performance Measures**   * Information is provided in a clear and concise manner * Supports and recognises the views of others * Monthly reports by the date?? of the month. * Negotiated outcomes are achieved | | **Management, Innovation and Change**   * Work constructively with the Facility Manager to analyse, maintain and improve consumer care, safety and clinical care systems * Implement consistent processes and procedures that are responsive to organisational, policy and practice needs across the organisation * Build and manage effective partnerships with internal teams * Using the quality information identify the learning needs of staff * Promote, lead and support initiatives to improve staff culture, health and wellbeing in collaboration with the Manager, People and Culture * Develop a learning culture across the organisation * Ensure all staff have the appropriate skills and knowledge to provide high standards of care to HRC consumers * Monitor, review and evaluate team and individual performance * Coordinate a proactive approach to operational change in response to sector reform * Develop, assign and ensure the delegations to others are appropriate, monitored and evaluated * Empowers Clinical Teams to manage their services effectively * Utilise technology to promote efficiency, reduce risk, improve decision making, care and support across HRC * Undertake specific projects and other duties as required | **Performance Measures**   * Service plans are developed, maintained, monitored and reported to meet organisational goals as set out by the EMCHS * Policy and procedure framework are current and maintained to support staff in their operational roles * Support systems are available to enable staff to implement and monitor operational plans * Professional learning needs of staff are identified, and an annual learning plan is developed in collaboration with the Manager, People and Culture * Staff satisfaction surveys greater than 80% level of satisfaction * Health and wellness initiatives are evident across HRC * Organisational processes are followed in the management of underperforming staff and annual performance reviews of staff is achieved * Implementation of operational strategies and plans in line with HRC’s strategic directions * Efficient and effective delegation to staff is evident, documented and practiced * All decisions are made within the HRC delegation matrix * Technology and innovation are   evident across all facilities   * Projects are completed on time and on budget * Staff satisfaction surveys > 80% | | **A Safe Environment**   * Promote and support resident safety , Quality and Clinical excellence within the organisation * Create a culture that ensures a safe, open, accountable and productive working and living environment for consumers, staff , volunteers and visitors * Ensure adequate resourcing to implement, maintain, comply and continuously improve HRC’s safety practices and services * Ensure all safety reporting and response, including risks, hazards and incidents, is transparent, systematic and actioned in a timely manner | **Performance measures**   * Staff adherence to HRC’s Workplace Health and Safety Policy is evident and interventions are undertaken for breaches * Workplace Health and Safety is considered in skill mix and roster reviews * Risk register, risk rating, risk management and control are current and reported monthly to the EMCHS. Serious Incident Reporting processes are in place and reported monthly internally and where indicated, externally * Meet organisational WHS KPI’s | | **Industry Representation and Community Relations**   * Positively promote HRC internally and externally * Represent HRC on industry reference groups, policy platforms and project groups * Promote the services of HRC by encouraging community input through volunteer programs and building relationships with community stakeholders | * Demonstrates integrity and loyalty to HRC * Represents HRC with professionalism and contributes to policy and sector reform * Increased community engagement with HRC volunteer numbers remain stable | |

### Physical Requirements

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| The physical requirements below are typical of those that you must meet to successfully perform the functions of the position. You are responsible for maintaining a level of fitness and well-being to be able to perform your role safely. Where appropriate, you will receive manual handling training appropriate to your role.  ***\*Please circle which task below (if any) you would not be able to undertake due to health or injury concerns*. Expected physical requirements marked by X.** | | | | | |
|  | | **Never**  0% | **Occasionally**  (1-30%) | **Frequently**  (31-60%) | **Continuously**  (61-100%) |
| **Lifting/Carrying** | |  |  |  |  |
|  | 0-9 kg |  |  | X |  |
|  | 10-15kg |  | X |  |  |
| (unassisted) | 16kg + | X |  |  |  |
| **Pushing/Pulling** | |  |  |  |  |
|  | 10-15kg |  |  | X |  |
|  | 16kg + |  |  | X |  |
| **Climbing/Balancing** | |  | X |  |  |
| **Stooping/Bending** | |  |  | X |  |
| **Standing/Sitting** | |  |  |  | X |
| **Walking** | |  |  |  | X |
| **Travel** | | X |  |  |  |

### Version Effective From Comments Review Date

001 December 2019 Position Reviewed December 2020

I have read and understand my role accountabilities based on this position description. I am aware that in accepting this position, I can meet the responsibilities, requirements and physical demands necessary for the position.

Employee Name:

Signature:

Date: