



Our Vision:

Ensure better access to responsive and high-quality aged care services for older people from all backgrounds.

Our Purpose:

Provide access to aged care and service options which are affordable and inclusive of people with diverse experience and backgrounds.

Our Values (ICARE):



Position Description

Position Title:	Clinical Care Coordinator	Position Reports To:	Resident Services Manager
Positions Reporting to this Position:	Clinical Care Supervisors, Registered Nurses (In Charge), Registered Nurses, Endorsed Enrolled Nurses, Personal Care Assistants		
Key Personnel Position:	This position is defined as a key personnel role in accordance with the Aged Care Quality and Safety Commission Act 2018. As such, suitability matters pertaining to key personnel need to be checked. This includes checks in relation to qualifications and experience, NDIS banning register, police check and insolvency checks, SIRS information, complaints, and staff performance.		

Position Purpose:	<ul style="list-style-type: none"> ▪ Delivering clinical care services, care planning, review, and assessment of all aspects of clinical care. ▪ Ensuring an effective and person focused service delivery for all residents/participants. ▪ Providing clinical support and advice to all staff; including staff management and performance reviews. ▪ Assessing, planning, implementing, delivering, and evaluating care for s/participant in accordance with scope of practice and co-ordinated health and allied health services care planning; ensuring safe and effective evidence-based care. ▪ Ensuring that accurate, comprehensive documentation is collated and completed to meet funding stream requirements. ▪ Oversees, guides, models and provides on-the-job-coaching for clinical care service delivery.
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Qualifications:	<p>Required:</p> <ul style="list-style-type: none"> ▪ Qualified Registered Nurse Div 1 with current AHPRA registration (no conditions). <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Current HLTAID011 Provide First Aid certificate ▪ Leadership / Management certificates ▪ Tertiary qualifications in gerontology or a related discipline desirable.
Skills:	<ul style="list-style-type: none"> ▪ Clinical knowledge regarding medical conditions, palliative care and care of people living with dementia, including managing challenging behaviours. ▪ Ability to effectively communicate verbally and non-verbally with residents/participants living with dementia and/or where English is a second language. ▪ Ability to complete reporting and conduct trend analysis and observations to inform best practice care. ▪ High level interpersonal and written skills including the ability to liaise with residents/participant, resident/participant representatives, and other health professionals. ▪ Leading and managing a team and performance management. ▪ Strong planning, time management and organisational skills with the ability to prioritise accordingly. ▪ Knowledge and understanding of aged and disability care funding streams and their application. ▪ Understanding of AN-ACC funding and palliative care funding. ▪ Computer literacy – Intermediate.
Experience:	<ul style="list-style-type: none"> ▪ Previous experience in an aged care setting as registered nurse. ▪ Sound clinical care knowledge and application, including assessment, documentation, and review processes. ▪ Demonstrated experience in documenting concisely and effectively in resident/participant notes and care plans. ▪ Proven capability and experience in leading and managing a team.
Resident/Participant Dignity and Choice	<ul style="list-style-type: none"> ▪ Treat all residents/participants with dignity and respect, valuing their identity, culture, and diversity. ▪ Support residents/participants to exercise choice and independence; to make decisions about their own care, the way care services are delivered and how family and others are involved in their care.

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	<ul style="list-style-type: none"> ▪ Ensure all resident/participant information is kept confidential, privacy is respected, and information provided to the resident/participant is clear and easy to understand so residents/participants may exercise choice. ▪ Provide support and assistance to maintain a clean, comfortable, safe, secure, and homelike environment for the residents/participants.
Ongoing Assessment and Planning	<ul style="list-style-type: none"> ▪ Ensure resident/participant care services delivery is based on the current needs, goals and preferences of residents/participants as identified in partnership with the resident/participant and others the resident/participant wishes to involve in the planning process. ▪ Provide person centred care within scope of practice to residents/participants with complex clinical needs (specialist nursing care) with regard to wound management, diabetic management, behavioural management, medication management, nutrition and hydration management, pressure care management and incontinence management. ▪ Ensure medications are administered, documented, stored, and disposed of in accordance with regulations and policy. ▪ Ensure assessment and planning, including consideration of risks to resident/participant health and well-being, informs the delivery of safe and effective care and services. ▪ Effectively communicate care and services plans with the resident/participant; regularly review for effectiveness and when circumstances change or when incidents impact on resident/participant needs, goals, or preferences. ▪ Ensure documentation reflects resident/participant care needs and complies with funding requirements. ▪ Actively manage funding sources to ensure care needs reflect funding. ▪ Provide comprehensive overview of resident/participant care needs to funding assessors. ▪ Ensure the delivery of an effective handover process for all staff, including the provision of adequate documentation regarding resident/participant care requirements. ▪ Comply with all reporting requirements including incident and elder abuse/mandatory reporting. ▪ Conduct regular performance appraisals of clinical/care staff in line with DGAS policy.

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Personal and Clinical Care	<ul style="list-style-type: none"> ▪ Ensure interactions with residents/participant and their representatives are kind, caring and respectful of individual's identity, culture, and diversity. ▪ Provide safe and effective best practice personal and clinical care which is individually tailored to resident/participant needs and optimises their health and well-being. ▪ Recognise and respond to changes in resident/participant mental health, cognitive or physical function, capacity in a timely manner. ▪ Ensure needs, goals and preferences of residents/participants nearing the end of life are recognised and addressed, their comfort maximised, and dignity preserved. ▪ Ensure that all relevant legislative requirements pertaining to care delivery are always complied with and ensure staff awareness of those requirements. ▪ Complete organisational clinical reporting including quality indicator trend analysis and identification of continuous improvement initiatives. ▪ Provide guidance, advice, assistance, and support to all clinical staff in a manner that is empowering, encouraging, and driven by best practice clinical principles and procedures. ▪ Ensure all restrictive practices are minimised and managed effectively. ▪ Monitor, document and report against the National Quality Indicator Program (NQIP).
Support For Daily Living	<ul style="list-style-type: none"> ▪ Ensure daily living support meets individual resident/participant needs, goals and preferences and optimises resident/participant independence, health, as well as emotional, spiritual, and psychological well-being and quality of life. ▪ Provide services and supports for daily living which facilitate social and personal relationships, meet individual resident/participant interests, and enable broader participation.
OH&S	<ul style="list-style-type: none"> ▪ Ensure the maintenance of a safe working environment which meets regulatory requirements and undertake all duties in a manner that demonstrates, at all times, due regard for the wellbeing and safety of self, colleagues and residents/participants. ▪ Adhere to Occupational Health and Safety Act and associated regulations, policies and procedures. ▪ Respond appropriately to situations of risk or potential risk to the residents/participants. ▪ Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines. ▪ Report any breakdown or requirements to the Registered Nurse In-Charge, CCC or Resident Services Manager.

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	<ul style="list-style-type: none"> ▪ Actively participate in training and education sessions regarding occupational health and safety. ▪ Understand emergency code management, fire and evacuation procedures and implement if required. ▪ Report and document immediately accidents/incidents in accordance with DGAS guidelines.
Feedback and Complaints	<ul style="list-style-type: none"> ▪ Provide support to residents/participants and their families and ensure any queries, comments, suggestions and/or concerns are managed promptly, effectively, and efficiently or referred appropriately according to role level of responsibility. ▪ Comply with all reporting requirements including incident and SIRS/mandatory reporting. ▪ Comply with all Privacy Legislation requirements and Dousta Galla confidentiality statements when communicating information pertaining to residents/participants, staff, and the operations of any Dousta Galla homes. ▪ Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Dousta Galla policies and procedures and within scope of role.
Clinical team leadership and management	<ul style="list-style-type: none"> ▪ Lead and manage the home's clinical team including undertaking effective management of the care setting including rostering, allocations, and workload prioritisation according to resident/participant needs and staff skills and experience. ▪ Conduct regular performance reviews and where required, performance manage clinical staff to ensure best practice outcomes are achieved. ▪ Regularly review clinical training requirements for clinical staff and implement training programs utilising corporate support resources to foster a continuous improvement culture.
Clinical Reporting and Analysis	<ul style="list-style-type: none"> ▪ Complete clinical reporting including quality indicators, trend analysis and identification of continuous improvement initiatives as required to enable compliance with regulatory requirements. ▪ Regularly brief the RSM on opportunities to improve clinical care at the home, including regular updating of the home's accreditation documentation and Continuous Improvement Plan.

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Acknowledgement

- I have read this position description and agree to undertake the duties and responsibilities as listed above.
- I understand I am responsible for ensuring I undertake my duties in compliance with the Aged Care Quality Standards and any other relevant Aged Care legislation.
- I understand I am responsible for ensuring I undertake my duties in compliance with the NDIS Practice Standards where required.
- I understand this position description is subject to review and amendment at any time, as appropriate and approved by HR.
- I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above.
- I have read and understood the Doutta Galla Code of Conduct.

Name: _____

Signature: _____

Date: _____

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