

Position Description

O8POSITION DETAILS			
Position Title	Clinical Nurse Manager		
Reports to	Residential Aged Care Manager		
Business Function	Residential Services	Salary Grade	ARRCS Enterprise Agreement.
Direct Reports	3-10	Band / Level	RN3.1-3.4 dependent on skills and experience.
Indirect Reports	0	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	Regional Manager – Clinical Governance and Risk Coordinator of Leadership Development and Culture Change Coordinator Clinical Education & Training Coordinators of Clinical Improvement & Innovation Clinical Educators Operational Team Members and Front-Line Leaders Uniting Care Queensland Support Teams (Finance/Admissions)
External Key Relationships	GP's / Allied Health Providers Consumers within our care and their families/relatives Collaborate with third parties providing services to the organisation

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

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PURPOSE

The Clinical Nurse Manager (CNM) is responsible and accountable for the coordination of our consumers in residential care; the leadership and management of staff (nursing and care assistants) to ensure high quality, safe person-centred care. The position is also responsible for providing an environment that supports learning, oversees education programs, and monitors professional standards of practice while providing safe and efficient patient care through the performance development and management process.

The Clinical Care Manager drives continuous improvement in the care setting, ensuring accreditation standards are met and consumer voice is heard. The Clinical Care Manager supports effective staff communication through meetings and methods of facilitation. The Clinical Care Manager monitors and evaluates quality and clinical indicators as they apply to the residential care setting, identifying appropriate strategies with staff to ensure remediation if required.

KEY RESPONSIBILITIES

Operations

- Daily walk around – greet all residents, assess and act on care needs and changes to health status.
- Ensure all ARRCs policy and procedures, and relevant legislation are operationally adhered to on a daily basis, and timely managing of breaches if they occur.
- Manage and/or escalate any emerging operational or clinical issues and risks directly to the RACM.
- Monitor staff ratio vs occupancy including acuity of residents. Coordinate and support day to day management of back filling.
- Support operational efficiencies through stock management, including equipment, medical and other stores.
- Support the conducting of tours and the admissions process.
- When required and to support the operations of the facility, complete required Registered Nurse shifts and delegated RN duties.

Clinical Care and Coordination

- Monitor, and coordinate the condition and progress of all residents in the environment daily in accordance with ARRCs policy and procedures, performance indicators and ACQSC Aged Care Standards
- Manage daily staff allocation to assigned wings/residents according to skill mix and resident care needs.
- Enable and ensure all admission assessments are completed within first 24 hours of admission
- Reviewing clinical documentation daily for content, completeness, and evidence of follow up actions.
- Enable and ensure care evaluations are completed at nominated timeframes as required, and review evaluations to determine adjustments in care planning
- Involve residents/guardian in their care planning, decisions and evaluation and ensure where possible residents are aware and consent to who is caring for them
- Provide leadership and support for the care and recognition and management of clinically deteriorating residents
- Engage collaboratively with the multidisciplinary team to ensure resident health and wellbeing is optimised
- May be required to perform a clinical role and work on the floor as a Registered Nurse should the circumstances require.
- Provide after hours and overnight on call clinical support to the facility as required

Leadership and Culture

- Drive and inspire a positive workplace culture that builds resilience, commitment and professionalism in all staff aligning with ARRCs vision, values, and resident centric philosophy of the company.

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- Maintain an appropriate code of conduct always acting as a positive role model supporting the strategic goals of the organisation including cultural diversity and reconciliation
- Take a leadership role in promoting and maintaining continuous improvement, critical reflection, and lifelong learning
- Facilitate safety huddles and toolbox meetings with all groups of staff as required for management of day-to-day matters as they arise
- Monitor and support new staff through the on-boarding process providing feedback and mentorship
- Lead, coach, and mentor clinical staff in the application of evidenced based research, through assessment and educational activities providing constructive and honest feedback in a supportive manner

People and Stakeholder Management

- Engage with all staff routinely undertaking staff rounding program to address staff needs, manage their expectations, and monitor their performance.
- Provide day to day clinical supervision, support and leadership for staff providing care within care environment ensuring they understand their responsibilities and work within their scope of practice.
- Undertake initial performance management, monitor, and advise RACM of performance concerns and support, accordingly, escalating to RACM where relevant.
- Support RACM and rostering personnel with back filling where delegated
- Monitor and support new staff through the on-boarding and induction process providing feedback and mentorship accordingly. Ensure buddy shifts are rostered for all new staff.
- Identify training needs of staff through daily observation and specialised care needs of residents
- Undertake an Annual Training Needs Analysis and advise Regional Manager Clinical Governance and Risk of training and education needs.
- Work with the ARRCs Clinical Leads to ensure nursing and care staff are assessed for identified clinical competency skill set.

Risk and Compliance

- Actively pursue a safety culture through staff (and resident) engagement in continuous improvement, education and clinical risk identification and reporting through incident management system
- Identify and report potential/actual risks/hazards and manage accordingly using ARRCs Policy
- Monitor the work environment daily through observation and reporting of potential and actual risks/hazards.

Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.

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- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Essential

- Bachelor of Nursing
- Current Registration with the Australian Health Practitioners Regulation Agency (AHPRA) as a Registered Nurse.
- Minimum of three (3) Years' post registration clinical experience in an aged, acute, or chronic disease care position.

Experience

- Previous experience working as a Registered Nurse ideally within the Aged Care industry.
- Previous experience in leading, coaching or mentoring other Healthcare staff.
- Knowledge and ability to interpret and apply the Aged Care Quality Standards and regulatory legislation.
- Strong interpersonal written and verbal communication skills and ability to coach frontline staff.
- Demonstrated commitment to customer service and business improvement.
- Strong knowledge of and commitment to workplace safety.

Mandatory Requirements

- NDIS Worker Screening Check – Received or lodged prior to commencement.
- Current year Influenza Vaccination.
- National Police Check – Lodged or received within 3-months prior to commencement.
- Driver's License

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.

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