



The purpose of this position

The **purpose** of the position is to strengthen The Benevolent Society's capacity to provide clinical services to older people in our person-centred care services, to help them experience the life they never thought possible. The position will provide direct clinical services, provide feedback/advice to other staff on client needs, and support the development of staff in providing quality services to our clients.

About the position

- This position is within Ageing & Carers directorate.
- It's part of the Aged Care Services team.
- This position **reports to** the Clinical Nurse Consultant.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 6 under the *Schedule of Authorities and Delegations*.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position may be advertised externally as Registered Nurse.

Key areas of responsibility

- Meet the legislative and compliance requirements set by the Aged Care Act 2024 and Strengthened Aged Care Quality Standards and other regulatory models.
- Develop evidence based, holistic plans of care to address client needs and build client strengths within the wellness and enablement approach, and in line with client budget.
- Perform the comprehensive framework in Aged Care portfolio such as Ageing Well Model of Care and Clinical Governance Framework.
- Deliver quality clinical nursing care services in line with client care programs and service plans in response to emerging clinical client needs, with clinical assessments and associated documentation completed within the required timeframes.
- Advocate for clients, their carers and families to enable choice and decision making that supports independence and quality of life.
- Provide advice and support to staff in relation to any support required by clients, working with staff and clients to identify solutions that meet client needs and promote client choice and decision making.
- Undertake clinical assessments, contribute to the development of client plans that support the well-being of clients with complex needs through the entirety of their lives, and work with the client and the team to evaluate these plans to ensure they continue to meet client needs.
- Where required, facilitate communication with staff, multi-disciplinary teams, allied health providers, external agencies, and clients to ensure appropriate case conferencing and goal attainment is achieved.

The Benevolent Society

- Undertake care activities, or delegate to appropriately skilled staff within current legislation and regulatory requirements.
- Support staff to provide our clients with effective and appropriate clinical care that is in line with best practice standards and relevant legislative frameworks, providing formal and informal training and coaching as required.
- Participate in the implementation of clinical competency frameworks for staff within our services for older people.
- In association with cross-functional colleagues, use in depth knowledge of client, carer and participant needs to identify, communicate and market our unique client value proposition.
- Maintain a community and local industry profile and clearly identify and communicate the client value proposition to ensure growth and reputation of our services.
- Leverage existing network and develop new referral channels to support managers to maximize occupancy.
- Client services are to be primarily provided in person either at the clients home or other agreed appropriate location.
- Advise the Manager of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.
- Champion the implementation of clinical change initiatives, targeting enhanced services for clients and participants.
- Ensure compliance with all internal and external standards including accreditation standards and/or guidelines, professional and clinical practice standards, WHS standards, contract compliance. Monitor, report and mitigate any operational risks.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Clients are supported in living their best lives within their own home for the entirety of their lives.
- High quality clinical services are assessed, delivered and evaluated in a continuous improvement cycle.
- Staff are supported to strengthen their knowledge and understanding of best practice clinical policies and procedures.
- Clients are attracted to TBS and have high levels of satisfaction and engagement.
- TBS services for older people are recognised in the top quartile within the industry for practice.

Key Capabilities

Essential criteria

- Current Australian Health Professional Registration Authority for a Division 1 Registered Nurse and a minimum two years' experience in the ageing and/or disability sectors.
- First Aid certificate with annual CPR recertification (this is an ongoing requirement).
- Hold driver's license.
- Comprehensive knowledge of person-centered care models.
- Demonstrated ability to partner with unregistered care staff to build their skills and knowledge to improve client outcomes.

The Benevolent Society



- Demonstrated an understanding of contemporary aged care clinical practice.
- Understanding of and commitment to business excellence.
- Outstanding knowledge of the needs of older people.
- Strong time management skills including managing multiple deadlines.

People who know this position say that

People who know this position say the things that might make your day are:

- Witnessing clients' quality of life improve through better clinical outcomes.
- Having clients choose The Benevolent Society because they are seen as services of excellence.
- Supporting staff to be flexible and creative to find solutions to clients' clinical needs.
- Implementing systems that meet and exceed regulatory and best practice requirements.

People who know this position say some key challenges you might experience are:

- Managing stakeholder expectations with limited available resources.
- Managing your own time in an environment with competing priorities.
- Ensuring that they continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Area Management Team
- Clinical Services Team
- Team leaders, and Home Support Partners.
- Home Support Team Members
- Risk, Quality & Compliance Team
- Practice Team
- Learning and Development Team

Outside The Benevolent Society:

- Clients their families and carers
- Hospitals
- Referral Agencies
- Medical and Allied Health Professionals
- Regulatory and Complaint agencies

The Benevolent Society

Registered Nurse

