



## Human Resources

# Level 3 Clinical Services Coordinator – *Position Description*

***Focal is a Community Service organisation with over 45 years of experience delivering services to the community and in particular to, people with disability and ageing Australians.***

***Focal now operates across the South East Queensland region, specifically in the areas of Ipswich, Brisbane and Logan.***

### **The Position**

The Clinical Services Coordinator position provides direct support to the operations of Focal Disability through reviewing and implementing health care needs and plans. The position will also be responsible for providing training and support for staff in healthcare management and medication administration.

The Clinical Services Coordinator position must meet the following expectations:

- Deliver quality services which are aligned with both client and organisational expectations;
- Listening to clients, and supporting them to exercise their right for 'choice and control'. Empower and coach support workers towards achieving outcomes for clients based on their needs and goals;
- Maintain and enforce clear professional boundaries whilst providing clinical expertise;
- Implement and follow processes as required by legislation;
- Act professionally and in accordance with the Focal Code of Conduct and the NDIS Code of Conduct and Quality and Safeguards Standards as well as Code of Professional Conduct for Nurses;
- Working with multiple stakeholders to deliver identified client outcomes.

Clinical Services Coordinator may attend meetings in the community, in the homes of Focal clients or at any of the Focal Hubs.

- Appointment will be in accordance with Level 3 of the *Nurses Award 2020* (Nurses Award). Focal Support Coordination Assistants are employed on a 12-month contract.
- There is a six (6) month probationary period for all new employees;

### **Benefits of Employment**

- Focal is an equal opportunity employer;
- Focal aims at being an employer of choice by offering the following:
  - Future leaders' program which provides growth opportunities;
  - Appropriate on the job training;
  - Additional paid training is also available;
  - Career progression opportunities are available through a mentoring program;
  - Attractive salary sacrifice benefits are available to increase your take home pay

<i>Version Control</i>	<i>Current</i>	<i>Previous</i>	<i>Prior</i>	<i>Initial</i>
Human Resources – Level 3 Clinical Services Coordinator	28/11/2022	N/A	N/A	28/11/2022

## The Role

1. Holistic and comprehensive clinical assessment of Focal clients.
2. Develop evidence based, holistic plans of care to address client needs and build client strengths
3. Provide ongoing clinical screening, assessment and clinical services, referrals and report writing, client/carer education, reviews, post hospitalisation visits, HCP escalations and the like
4. Liaise with other care providers, conduct case conferences, and develop care linkages for clients
5. Provide clinical advice and support to others in the team, assisting to problem solve and ensure sound and holistic care support to Focal clients
6. Contribute to development of task schedules of support workers (SWs) so that their service delivery is in keeping with and support of client's care plan and goals
7. Responsible for the delegation and monitoring of clinical services delivered by SWs as outlined in care plans by Focal
8. Act as an advisor and provide education and training within scope of practice to the multi-disciplinary team including SWs such as Client Specific Training, Onboarding Training, Assist Clients in Medication and Manual Handling refreshers
9. The Clinical Services Coordinator ensures that clinical services are delivered in accordance with the Australian Nursing and Midwifery Council (ANMC) National Competency Standards and Quality of Care Principles.

## Personal Attributes

A Support Coordination Assistant should demonstrate the following attributes:

- **Passionate and enthusiastic** – able to share one's passion with others. Driven to meet and exceed clients' expectations and needs;
- **Excellent communicator and influencer** – able to influence, and maintain clear communication to gain commitment from internal and external stakeholders to provide the best possible outcome for clients;
- **Collaborative and professional** – demonstrated skill in building and maintaining effective work relationships internally and externally;
- **Driven to deliver** – focused on delivering best possible outcomes for clients and showing determination, resourcefulness and a sense of purpose;
- **Courage to challenge** – have the courage and confidence to speak up and challenge others even when met with resistance or unfamiliar circumstances;
- **Curious** – an inquisitive, open-minded attitude, willing to seek out new ways to support and empower.

## Essential Criteria for the Position

1. Associates degree in nursing or equivalent with demonstrated post graduate experience as a Registered Nurse;
2. APHRA Certificate of registration;
3. Excellent assessment skills and knowledge of contemporary nursing practice;
4. Extensive experience in a health care or community environment;

5. Demonstrated commitment to a person-centered, enablement approach that upholds the independence, community participation, choice and rights of aged people, people living with disabilities and carers of those people;
6. Understanding of the legislative and regulatory framework for community and disability services, including the Home Care Standards, Disability Services Standards, Aged Care Act 1997;
7. Significant experience working within the community and people with disabilities from diverse cultures and backgrounds;
8. Ability to work as part of a cohesive team;
9. First Aid certificate with annual CPR recertification (this is an ongoing requirement);
10. Highly developed computer, numeracy, written and verbal communication skills;
11. Demonstrated Time Management Skills;
12. Current Positive Notice – Working with Children Screening Check (Blue Card) and NDIS Worker’s screening (Yellow Card) or willingness to obtain prior to commencement;
13. Current driver’s license and access to reliable, registered, comprehensively insured vehicle;

**Desirable Criteria for the Position**

1. Demonstrated experience meeting other relevant legislation including upholding privacy and confidentiality within the workplace;