

Position Description

POSITION DETAILS			
Position Title	Relief Residential Aged Care and Clinical Nurse Manager		
Reports to	General Manager		
Business Function	Residential Services	Salary Grade	Band C
Direct Reports	Up to 15	Classification	Salaried
Indirect Reports	Up to 15	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	General Manager and Executive Team Residential Aged Care Managers Clinical Governance and Support Functions Residents within our care ARRCS Front -Line Mangers ARRCS Support Staff including Personal Care Workers and Nurses
External Key Relationships	Families, Relatives and Support staff of residents within our care Third party services providing support to our residents Land Councils, Traditional Land Owners and Governing Bodies

OUR ORGANISATION
<p>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 and Disability Services, Mental Health support, 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.</p>

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.

PURPOSE
<p>The Relief Residential Aged Care (RRAC) Manager / CNC provides leadership, management and/or support for any of ARRCS Aged Care Facilities during periods of planned and unplanned Leave. The role either assumes responsibility as the Facility Lead, or as the Clinical Lead depending on the position being relieved, and will maintain Financial, Aged Care Quality Standards and either AN-ACC or Clinical Care requirements throughout the period. The Relief Residential Aged Care Manager / CNC reports to the General Manager and is a member of the NT Regional Office. For smaller sites (< 30 beds) the role will usually be Service Manager which takes on all responsibilities of the manager on leave. For larger sites, the role will either be designated as Service Manager or CNC, depending on the position to be relieved.</p>

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KEY RESPONSIBILITIES

The role

- Lead, develop and empower Aged Care and Community Service teams by modelling interpersonal and professional behaviours in alignment to the companies Code of Conduct and Values.
- Create and maintain networking relationships with relevant government departments and other agencies to ensure ARRCS remains informed of all legislation, regulations, codes, and standards applicable to service delivery.
- Foster a collaborative approach to service planning and decision making in line with ARRCS Strategic Plan, ensure any items requiring action during relieving periods are supported for the relevant service in alignment to the goals and objectives
- Drive Work Health & Safety within the areas you work, ensuring the safety of your own and the health and safety of other employees, visitors, contractors, and leaders is followed.
- Actively participate in the Continuous Quality Improvement and Compliance process, providing constructive feedback, review and adherence to relevant legislation, regulations, and standards.
- When relieving the Service Manager:
 - Monitor and work to agreed Facility Service Delivery, budget, and workforce targets.
 - Ensure records, reports, submissions, and correspondence required during relieving periods are provided in accordance with ARRCS and legislative timeframes and reporting timelines. This includes Aged Care, NDIS, any other legislative or regulatory bodies.
- When relieving as CNC:
 - Actively participate in the support of the Clinical Learning & Development Organisational Training Matrix and provide the lead on training, toolbox talks and education for all Personal Care and Nursing Staff.

Clinical Governance and duties during non-relief periods

- During periods where no Service Manager or CNC is on leave across ARRCS, the role can include supporting the clinical governance and risk team with various organisational governance accountabilities including auditing etc.

Key Performance Indicators

- Occupancy/residency maintained or improved upon, ensuring bed vacancies are managed appropriately.
- Quality systems maintained or improved upon.
- Key internal/external relationships maintained or improved upon.
- Workforce allocation and rostering maintained or improved upon.
- Risks (including individual resident risk) identified, managed and monitored and reported where appropriate.
- Governance and operational meetings attended and/or chaired as appropriate.

Quality, Safety and Risk Management

- Assist with managing complaints relating to operational and/clinical issues.
- Manage the seat in the Work, Health and Safety committee.
- Ensure quality services are delivered to both internal & external clients through the quality, safety, and risk management systems.
- Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through:

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- Active participation in quality improvement activities.
 - Active participation in staff meetings.
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure.
- Working knowledge of the ARRCs Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services and the National Disability Insurance Scheme.
- Exercise due care and economy in the use of ARRCs equipment and supplies.

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.
- 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

Qualifications – Essential

- Registered Nurse along with evidence of current registration with AHPRA.

Qualifications – Desirable

- Graduate Diploma in Management, MBA or similar.

Experience

- Demonstrated experience managing an Aged Care Facility including the successful management of Budgets, Operations, Clinical Care and Aged Care Quality Standards.
- Demonstrated ability to communicate effectively and sensitively with First Nations people.
- Demonstrated effective interpersonal and written communication skills.
- Demonstrated high level organisational and time management skills.
- Demonstrated ability to take a collaborative approach within a multi-disciplinary team, which includes Care, Service and Workforce Management.

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Mandatory Requirements

- NDIS Worker Screening
- Current Influenza Vaccination
- National Police Check – Dated within 3 months
- NT 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 the ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.