



# Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

## On Luck Chinese Nursing Home

Job Description: **Director of Nursing**

### **Basis of Employment:**

Full Time

### **Reports to:**

Chief Executive Officer/Chief Operating Officer

### **Position Summary:**

The role of the Director of Nursing/Manager (DON) is:

1. To provide leadership and management which facilitates contemporary care and administrative practices, through effective resources management.
2. The promotion of a culture of continuous quality improvement and a commitment to excellence.

### **ACCOUNTABLE FOR:**

The DON is responsible for ensuring the provision of a range of holistic care services to residents in a manner which:

- is in accordance with the mission, vision, values, policies and procedures of the *Chinese Community Social Services Centre Inc. (CCSSCI)*
- is consistent with The Residents' Charter of Rights and Responsibilities.
- is consistent with the Employee Code of Conduct.
- reflects current knowledge and best practice in delivery of hospitality and catering services.
- fosters best practice and effective performance by staff in an environment which encourages learning and development.
- ensures a safe working and living environment.
- is cost effective in operation and delivery of services.
- strives to improve the quality outcomes of services provided to residents.
- demonstrates excellence in customer service at all times.

### **KEY RESPONSIBILITIES**

#### **1. Management**

- 1.1 Ensures the service meets Legislative requirements and any policy and regulatory guidelines as set by the Commonwealth.
- 1.2 Contributes to the establishment and maintenance of accurate, clear and concise resident documentation within a legal and ethical framework.
- 1.3 Liaison with On Luck Operation Management Team in maximising facility occupancy levels, and the organisation of resident admissions. Includes providing input in the assessment of resident care needs and the ability of On Luck Chinese Nursing Home to meet those needs effectively.
- 1.4 Maintains all organisational policies, guidelines and statutory requirements in relation to the admission and ongoing care of residents including medication administration.

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- 1.5 Responsible for marketing the facility and ensuring occupancy levels are maximised at all times.
- 1.6 Provision of support to residents and their families by ensuring any queries, comments, suggestions and / or concerns are dealt with in a timely and professional manner.
- 1.7 Demonstrates a sound understanding of dementia and associated behaviours and appropriate interventions to manage same.
- 1.8 Provision of after hours or on-call as required from time to time as a back up to the service.
- 1.9 Participates in the strategic, business, marketing, and operational planning for Chinese Community Social Services Centre Inc.
- 1.10 Implements effective strategies to manage the On Luck Chinese Nursing Home's risk exposure.
- 1.11 Ensures organisational strategy is integrated into achievable monthly objectives for each service area that are monitored and evaluated.
- 1.12 Analyses data, identifying improvement opportunities and developing improvement strategies.
- 1.13 Ensure effective and efficient measurement activities are undertaken to evaluate and review all service practices.
- 1.14 Ensures effective and efficient entry and discharge processes for all residents.
- 1.15 Actively involves residents/representatives in the process of care and service development and respecting their values, customs and beliefs.
- 1.16 Complies with all Privacy Legislation requirements and CCSSCI confidentiality policy when communicating information pertaining to residents, staff and the operations of facility or services.

## **2. Human Resource Management**

- 2.1 Ensures the On Luck Chinese Nursing Home's human resource policies and procedures are maintained and adhered to by all staff within the facility.
- 2.2 Ensures appropriate rostering and skill mix which enables the service provision to reflect On Luck Chinese Nursing Home's Vision, Mission and strategic direction whilst also meeting regulatory requirements. This includes ensuring timesheets accurately reflect hours worked prior to submission to payroll.
- 2.3 Develop and reviewing the staffing plan with consideration to cost and customer/resident requirements.
- 2.4 Encourages and supports existing and new staff, students and volunteers in their roles, and assists their further development through comprehensive orientation, positive leadership, guidance and education.
- 2.5 Undertakes regular performance reviews and identifies the training and development needs of staff and implements appropriate actions.
- 2.6 Effectively manages sub-standard performance issues, grievance and disciplinary matters in consultation with CEO/COO.
- 2.7 Actively promotes robust and constructive communication processes with On Luck Chinese Nursing Home staff through consultation, conduction of regular team meetings and adoption an open communication style.
- 2.8 In consultation with the CEO/COO, provides extensive support in the management of any WorkCover issues, and ensures staff members are positively supported in return to work programs.

## **3. External Service Providers**

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- 3.1 Screening of external service providers to ensure that they meet the On Luck Chinese Nursing Home criteria for service delivery to residents and to ensure they provide the service(s) as requested / as contracted.
- 3.2 Arrangement and facilitation of Aged Care Assessment Service assessments of residents where required and liaison with Service members, other health service providers in respect of such assessments.
- 3.3 Refer to, and liaise with, relevant health professionals regarding the care, support needs and requirements of residents.
- 3.4 Develop effective communication practices between health care practitioners, residents / representatives and On Luck's personnel including the use of formal and informal channels of communication.
- 3.5 Ensures external health providers provide appropriate services to residents which meet their requirements.
- 3.6 Oversee an orientation program for external service providers to the facility, advising them of On Luck Chinese Nursing Home policies and procedures, as they affect their service delivery to residents, and ensuring that they comply with these.
- 3.7 Maintenance of effective working relationships with external service providers.

#### **4. Compliance/Accreditation/Continuous Improvement**

- 4.1 Comply with *CCSSCI and On Luck* policies and procedures; professional code of conduct and legislative requirements. (e.g. Aged Care Act, OHS Act, Privacy Act, Food safety Act).
- 4.2 Receipt and follow-up of all Hazard and Incident Reports and Comments / Suggestions / Concerns, including trend analysis and development and implementation of appropriate action.
- 4.3 Manage, participate and support the facility's accreditation process, including self-assessment tool and PCIs, to ensure compliance with Aged Care Quality Standards, demonstrating sound knowledge of outcomes.
- 4.4 Monitor the implementation of the facility continuous improvement system and ensure it is consistent with the On Luck policies and procedures and Best Practice principles.
- 4.5 Conduct quality audits and surveys, as required by Continuous Improvement policies and procedures.
- 4.6 Preparation of the On Luck Plan for Continuous Improvement, and monitoring and reporting on progress to the CEO/COO.
- 4.7 Ensure compliance with On Luck policies and procedures, including occupational health and safety.
- 4.8 In collaboration with Operation Management Team ensure policies and procedures are reviewed regularly to allow consistent and transparent practices to occur.

#### **5. Finance**

- 5.1 In conjunction with the Senior Finance Officer assist with the formulation of annual budgets to ensure any agreed financial objectives are met.
- 5.2 Liaison with the Department in relation to AN-ACC assessments of residents.
- 5.3 Ensure that monthly subsidy claim forms are prepared and submitted to the Department within specified timeframes and reconciliation of payment summaries to claims to ensure correct payment of claims.
- 5.4 The achievement of agreed financial performance through the monitoring of actual expenditure against budget, and the timely reporting of variances and corrective action to the CEO.
- 5.5 Obtains a signed resident agreement, and associated documentation, prior to any resident admission.

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5.6 Ensures systems are in place to securely manage and accurately administer resident petty cash and any and all monies associated with fundraising or donations etc.

## **6. Occupational Health and Safety**

- 6.1 Adhere to Occupational Health and Safety regulations, policies and procedures.
- 6.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and residents.
- 6.3 Demonstrate awareness of OH&S law and safe manual handling as relevant to position.
- 6.4 In the event of accidents or incidents that involve staff, residents or volunteers, accurately complete accident/incident forms as may be required and ensure effective follow up as required.
- 6.5 In the event of hazard identification, complete relevant form and ensure timely actioning of these reports.
- 6.6 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and residents as appropriate.
- 6.7 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, and reports any breakdown or requirements as per On Luck policies and procedures.
- 6.8 Participate in training and education sessions regarding occupational health and safety.

## **7. Professional Responsibilities**

- 7.1 Actively participates in strategic and business planning activities as requested. This may include management meetings, education sessions and management and review of policies and procedures, quality review and special projects.
- 7.2 Maintain abreast of current practice and trends in provision of aged care services as well as other areas such as occupational health and safety and infection control.
- 7.3 Recognise the need for, and participate in continuing education and development.
- 7.4 Regularly review and critique own work performance and participate in scheduled performance appraisal.
- 7.5 Comply with all Privacy Legislation requirements and On Luck confidentiality policy when communicating any and all information pertaining to residents, staff and the operations of facility.
- 7.6 Network with relevant community and professional organisations to represent the interests of both the facility and the wider organisation.

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