



Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

On Luck Chinese Nursing Home

Job Description: Clinical Care Coordinator

Qualification:

Essential:

Current Registered Nurse Division 1 registration with the Australian Health Practitioner Regulation Agency (APHRA)
Valid Police Check

Desirable:

Tertiary qualifications in Gerontology or a Health-related field

Experience:

Essential:-

- Relevant clinical skills and competencies gained in an Aged Care environment.
- Maintain quality system that is compliant with Aged Care Quality Standards
- Well-developed skills in policy and procedure writing
- Well-developed research skills, ability to analyze data and present information to stakeholders.
- Experience and skills in the planning and delivery of training programs
- Excellent time management skills ensuring timelines are met.
- High level of interpersonal and communication skills
- High computer skills
- Able to speak at least 1 Chinese dialect.
- Sensitivity and personal commitment to cultural diversity and a good understanding of the role of ethno-specific services

Desirable:-

- Previous experience in the management of clinical care
- Knowledge and understanding of the requirements of Aged Care Quality Standards
- Knowledge and experience in AN-ACC assessments and reviews
- Experience in managing staff in a supervisory role, managing residents' challenging behaviour, liaising with senior and middle management staff, mentoring staff as well as detailed record keeping and reporting.
- Proficiency in writing and spoken Chinese, able to speak both Cantonese & Mandarin is highly desirable.

Hours of Work:

Full-time position, job sharing will be considered.

Responsible to:

Director of Nursing (DON) / his or her delegates

Document Code & Name	Page	Author	Created / Revised Date / Version
Standard 7.5 Job Description – Clinical Care Coordinator	Page 1 of 5	Reviewed by: COO	Reviewed date: 30 Nov 2023 V5

Key Responsibilities:

1. Specific Responsibilities relating to the position include but not limited to the following:-
 - 1.1 Develop, maintain, and promote Residential Aged Care Service Standards and Continuous Improvement and Quality processes.
 - 1.2 Undertake staff skill and competency audits for the nursing home.
 - 1.3 In conjunction with DON and other coordinators, plan, implement and review appropriate staff training and development program for the organization as it relates to quality management.
 - 1.4 To assist DON in recording and following up on Continuous Improvement Logs, Continuous Improvement Plans, and other tools relevant to the quality process.
 - 1.5 Report to relevant meeting on the progress of the program including any results of data analysis and the status of quality plans.
 - 1.6 Access sources of quality management and systematically disseminating relevant information to all staff in the nursing home.
 - 1.7 Coordinate the collection, recording and analysis of the continuous improvement data.
 - 1.8 Work with DON to implement standardized systems, models of delivery and documentation to provide a consistent standardized approach to the delivery of care and services at the nursing home.
 - 1.9 Maintain and update the organizational Continuous Improvement Register.
 - 1.10 In consultation with DON, conduct an annual review of Policies and Procedures.
 - 1.11 Conduct training for staff on issues relating to Continuous Improvement and Quality Plans.
 - 1.12 Support the policy of continuous improvement and develop quality systems to formally assess, monitor and evaluate all areas of services and Residents' satisfaction.
 - 1.13 Conduct annual consumer and staff surveys, submit reports that contain analysis of data and recommendations to relevant Meetings.
 - 1.14 Undertake project management as directed by DON/COO/CEO.
 - 1.15 To benchmark key Performance Indicators against industry standards and report results and recommendations to relevant Meetings.
 - 1.16 Practice in accordance with the philosophy, intent, and standards prescribed by Australian Nursing and Midwifery Council (ANMC), National Competencies for Registered and Enrolled Nurses, ANMC Code of Ethics for Nurses in Australian, ANMC Code of Professional Conduct for Nurses in Australia, and APHRA guidelines
 - 1.17 Take responsibility for the care of residents at the Chinese Community Social Services Centre Inc. (CCSSCI) – On Luck Chinese Nursing Home. Coordinate provision of quality care, focusing on quality service, continuous improvement and people development
 - 1.18 Develop the care framework in collaboration with DON and other coordinators.
 - 1.19 Provide leadership in clinical care and positively lead the staff and carry out appraisals.
 - 1.20 Ensure compliance with Aged Care Quality Standards – 8 Standards.
 - 1.21 Medication Management:
 - To undertake the administration of medication when needed and provide guidance for other medication-endorsed clinical staff including Enrolled Nurses (EN) and Medication-Endorsed Personal Care Assistants (PCA).
 - Compliance with legislative requirements and organizational policies and protocols, in particular medication incidence and error recording

Document Code & Name	Page	Author	Created / Revised Date / Version
Standard 7.5 Job Description – Clinical Care Coordinator	Page 2 of 5	Reviewed by: COO	Reviewed date: 30 Nov 2023 V5

- Initiated and coordinate Medication Quality Assurance activities
 - Willingness to maintain contemporary knowledge and skills in relation to pharmacology of older peoples.
- 1.22 Nursing & Personal Care Plan:
- Develop, evaluate and update the planned actions with care staff members, and allied health professionals to ensure the agreed objectives are met and measured.
- 1.23 Train, mentor and supervise Registered Nurses (RN), EN and PCA in the delivery of clinical care to maintain an optimum standard of care for the residents.
- 1.24 Maximizing occupancy levels
- 1.25 Maximizing funding through accurate AN-ACC classification and other relevant government subsidies of residents.
- 1.26 Ensure compliance with statutory regulations pertaining to the delivery of resident care.
- 1.27 Ensure compliance with the philosophy and goals of the Nursing Home and Nursing Profession stated on Staff Handbook.
- 1.28 Liaise with visiting medical practitioners and allied health professionals regarding matters of resident care as appropriate.
- 1.29 Oversee that clinical care meetings, family conferences and other relevant meetings have taken place as planned, and follow up actions are implemented and evaluated.
- 1.30 Inform the DON of any problems that may arise with a resident or staff.
- 1.31 Report to the DON any breaches in the provision of care.
- 1.32 Ensure medical and other supplies are used efficiently.
- 1.33 Communicate effectively with residents, their representatives / families and colleagues.
- 1.34 Ensure that staff treats the resident with respect and dignity.
- 1.35 Agrees to obey all reasonable lawful directions and instructions given by the line manager and Senior Management Team.

2. Administrative Duties:-

- 2.1 Be part of the Management Team of On Luck Chinese Nursing Home
- 2.2 Deputize for the DON when delegated.
- 2.3 Identify and distribute all information relating to relevant Laws, Acts, Regulations, Charters and Codes of Conduct which affect organizational policies and practices relating to each service.
- 2.4 Develop and review the staffing plan with consideration to cost and residents requirements.
- 2.5 Participate in the daily management of the Nursing Home such as ensuring the correct staff mix as predetermined.
- 2.6 Coordinate the efforts of individual departments, include but not limited to RN, EN and PCA to ensure effective working relationships and teamwork, and to promote harmonious collaboration.
- 2.7 Ensure all care provided and the outcomes of care are documented in the residents' clinical record.
- 2.8 Ensure updated, accurate and objective documentation with appropriate actions noted for documented issues.
- 2.9 Supervise and contribute to the evaluation of residents' needs and observations on a regular basis as defined within the system of care.
- 2.10 Supervise and oversee RN, EN and PCA on their contributions in documenting residents' changes in care in the progress notes, during Resident of the Day schedule of care evaluation and care plan consultation.

Document Code & Name	Page	Author	Created / Revised Date / Version
Standard 7.5 Job Description – Clinical Care Coordinator	Page 3 of 5	Reviewed by: COO	Reviewed date: 30 Nov 2023 V5

- 2.11 Demonstrate a positive attitude and commitment to the position responsibilities and organizational goals.
- 2.12 Ensure staff exercise appropriate economy in the use of stocks, equipment, and energy.
- 2.13 Empower staff to accept responsibilities through effective delegation of activities
- 2.14 Ensure that staff adheres to the best practices in their delivery of care and demonstrates understanding of their responsibilities relating to duty of care.
- 2.15 Conduct audits on staff performance and random competency checks.

3 Infection Control

- 3.1 Ensure compliance with Infection Control Standards
- 3.2 Ensure ongoing surveillance for the prevention of infection.
- 3.3 Monitor staff compliance with Infection Control Standards

4 Education

- 4.1 Update nursing knowledge as appropriate and keep abreast with contemporary aged care practices.
- 4.2 Attend internal and external training as required.
- 4.3 Develop and review the planned program for staff education and training in accordance with the training needs of staff.
- 4.4 Facilitate the education program by ensuring staff attend when appropriate.
- 4.5 Ensure the philosophy of the organization is known, understood and practiced by staff.

5 Occupational Health and Safety

- 5.1 Provide and maintain so far as is practicable a working environment that is safe and without risk to health.
- 5.2 Take care of your own health and safety; and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- 5.3 Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and organization policies and promote a working environment that is congruent with these guidelines.
- 5.4 Ensure care staff is familiar with the correct operation of equipment and staff is compliant with safety procedures with a good understanding of the Occupational Health and Safety procedure.
- 5.5 Participate in the preventive maintenance and risk management program.
- 5.6 Ensure staff use appropriate lifting techniques and adhere to residents' shifting policies when lifting / transferring residents.
- 5.7 Assist staff in the reporting and documentation of hazards, residents / staff accidents / incidents promptly and ensure documentation is accurate and complete. Registered Nurse (RN) in charge of each shift is responsible to investigate the cause of accidents / incidents occurred during her /his shift and to take actions where appropriate.
- 5.8 Ensure that a safe, clean and comfortable environment is maintained for all residents.
- 5.9 Assist the OH&S Committee in their implementation of requirements of the OH&S Act.
- 5.10 Cooperate with the OH&S Coordinator on return-to-work policy when and where appropriate.

6. Confidentiality

Document Code & Name	Page	Author	Created / Revised Date / Version
Standard 7.5 Job Description – Clinical Care Coordinator	Page 4 of 5	Reviewed by: COO	Reviewed date: 30 Nov 2023 V5

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act and the Health Record Act.

7. Equal Employment Opportunity

Agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. Workplace Relations

Treat all employees of the Organization with respect and dignity and without discrimination or harassment. Employ the skills of timely and effective communication with healthcare personnel to guide and achieve optimal resident/performance outcomes.

Appraisal:

Within 6 months / as per contract term, then after every 2 years performance appraisal / as deemed necessary in conjunction with Attachment 1: Key Result Areas / Key Performance Indicator.

* Statements included in this job description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

* Prior to accepting any offer of employment, prospective employee will be required to read and commit to the On Luck Chinese Nursing Home Staff Handbook & Code of Conduct, including (but not limited to) issues of Occupational Health & Safety, Equal Opportunity and Confidentiality.

I _____ have read, understood and accept the above job description.

Signed by staff

Date

Document Code & Name	Page	Author	Created / Revised Date / Version
Standard 7.5 Job Description – Clinical Care Coordinator	Page 5 of 5	Reviewed by: COO	Reviewed date: 30 Nov 2023 V5