



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Clinical Care Coordinator - Morrie Evans Wing
<b>DIVISION/DEPARTMENT:</b>	Clinical Services
<b>CLASSIFICATION:</b>	RN ANUM Year 1 – 2 (YW11 to YW12)
<b>INDUSTRIAL AGREEMENT:</b>	Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020 and subsequent agreements.
<b>REPORTS TO:</b>	Nurse Unit Manager – Healthy Aging
<b>PRE-REQUISITES:</b>	Registered Nurse Division 1
<b>Essential:</b>	Current Nurses Registration (AHPRA) Registration with the Nursing & Midwifery Board of Australia (NMBA) and meet the NMBA's professional standards. Current Police Check. Current Working with Children's Check. In addition to BH Mandatory competencies: <ul style="list-style-type: none"><li>▪ Hand Hygiene</li><li>▪ Elder abuse</li><li>▪ Dental care</li><li>▪ Wound management care</li><li>▪ Infusion Driver</li><li>▪ Drug calculations – Adult – General</li><li>▪ PUPPS</li><li>▪ Minimizing Falls and Harm from Falls</li></ul>
<b>Desirable:</b>	Substantial post basic clinical experience in Aged Care Nursing Post basic qualifications in aged care (or working towards) Knowledge and understanding of Aged Care Funding Instrument

### KEY SELECTION CRITERIA:

- Relevant postgraduate qualifications in aged care or prepared to work towards and obtain same;
- Competent interpretation of current Enterprise Bargaining Agreement requirements.
- Consolidated management experience
- Possess knowledge of relevant legislation, particularly the National Health reform, National Standards and Aged Care Standards
- Demonstrate well-developed communication and interpersonal skills;
- Demonstrated ability to articulate clear decision making processes
- Understand the principles of financial management, including budget development, monitoring and reporting;
- Understanding of Aged Care Funding Instrument (ACFI)

- Knowledge and commitment to Quality Management and Accreditation processes.
- Demonstrated ability to lead and manage change taking into consideration the appropriate consultative process and operational requirements.

### **OUR PURPOSE:**

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

### **OUR VALUES:**

Compassion, Empathy, Accountability, Respect and Excellence.

### **POSITION SUMMARY:**

The Clinical Care Coordinator is responsible for:

- Assisting the Nurse Unit Manager (NUM) to achieve outcomes and goals of the Morrie Evans Wing (MEW) in accordance with Benalla Health's policies, procedures, clinical practice guidelines, standards and values;
- Assisting the NUM in appropriately allocating resources to provide high quality care of residents through effective leadership, management of staff, other resources and the development of cooperative professional relationships;
- Where appropriate, acting as an advocate for patients, residents and their families, ensuring their opinions are heard and their rights are respected;
- Demonstrating leadership, operational proficiency and acting as a resource for other staff on local clinical and organisational issues;
- Acting in the absence of the NUM and continuing to carrying out the day to day management of MEW
- Participating in the organisation's quality and accreditation programs and contributing to the review of relevant Policies, Procedures and Clinical Practice Guidelines;
- Participating as part of the senior nursing team in managing portfolios as allocated and participating in relevant meetings and committees as requested;
- Demonstrating clinical expertise, acting as a mentor/role model, and facilitating the development of clinical skills in staff;
- Acts in higher duties as and when required including
  - Grade 5 Nursing Coordinator in the absence of the rostered Operational Director or Hospital Coordinator. Refer Schedule 1: The Specific Responsibilities of a temporary / acting Hospital Coordinator
  - Leave relief roster for Nursing Unit Manager – Healthy Ageing.

### **RESPONSIBILITIES**

Responsibilities include:

### **LEADERSHIP:**

- Strategic Service Development: Under the direction of the NUM and in their absence, ensure efficient and effective operation of the clinical area in line with the strategic direction of the organisation.
- Compliance: ensure personal and unit compliance with relevant Acts, Funding Instruments, Legislation, Documentation requirements and organisational Policies and Procedures.
- Customer service: Treat all patients, clients, residents, visitors and staff in accordance with Benalla Health's values. Provide a proficient and customer focused service
- Administration: Ensure all units based administrative functions are completed within the mandates of the position and assist the NUM to work within the Unit budget and

when appropriate take corrective action. Assist the NUM with specific duties related to Funding and Documentation requirements.

### **NURSING PRACTICE:**

- Competence: Ensure own practice is competent as measured by the AHPRA: Australian National Competency Standards for the Registered Nurse.
- Clinical Practice: Assist the NUM to ensure all practice within the MEW is delivered within the Standards, Codes and Guidelines of the AHPRA.
- Governance: Accept responsibility for the outcomes of clinical nursing practices and ensure clinical practices are delivered in accordance with policies and procedures and evidence based research.
- Care Continuum: Ensure the needs of the community and the organisation are met. Make recommendations to relevant stakeholders to facilitate service/system improvement.

### **HUMAN RESOURCE MANAGEMENT:**

- Workplace management: Assist the NUM with staff management by:
  - monitoring and maintaining rosters,
  - participate in recruitment and selection of new staff,
  - provide leadership in occupational health and safety,
  - other aspects of human resources management as directed by the NUM.
- Manage work practices in accordance with award agreements and entitlements.
- Workforce development: Assist the NUM to ensure all clinical staff participate in ongoing professional development and have active performance plans that are reviewed at least annually. Ensure all staff comply with the specific competencies as determined by the organisation.

### **RESEARCH, EDUCATION AND IMPROVING PERFORMANCE**

- Continuous Improvement: Assist the NUM to monitor standards of service and practice through the quality framework. Implement interventions identified from quality framework as directed.
- Training: Assist NUM to ensure staff compliance with training requirement specified by Benalla Health and that accurate records are kept of ongoing training.
- Education and Research: Participate in research and critical analysis so as to ensure service and nursing practice benchmarks are achieved. Facilitate and participate in the delivery of models of education to unit staff and students. Regularly reviews Policies, Procedures and Clinical Practise Guidelines relevant to the unit and updates these, as required, following established guidelines and using evidence.

### **SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and OH&S training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.
- Consult with OH&S representative on any proposed changes to the workplace.

- Consult with representative on major items being purchased.
- Permit OH&S representatives to attend training.
- Provide facilities and assistance to OH&S representative to ensure they can perform their function and duties.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline

## **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

## **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

## **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

## **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

## **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

## PREVENTION AND RESPONSE TO FAMILY VIOLENCE

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

## PERFORMANCE REVIEW & DEVELOPMENT

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.*

**EMPLOYEE'S NAME:** \_\_\_\_\_

**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**MANAGER'S NAME:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**CREATED:** March 2020

# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

<b>Compassion</b>	<b>Empathy</b>	<b>Accountability</b>	<b>Respect</b>	<b>Excellence</b>
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### In our team we ...

<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
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### In our team we do not ...

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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*Our standard is what we choose to walk past ...*