

POSITION DESCRIPTION

POSITION TITLE: TEAM LEADER PERSONAL CARE SERVICES
REGISTERED NURSE CLINICIAN (STEP 6)

REPORTING TO: CLINICAL CARE MANAGER

DATE: DECEMBER 2006

OVERALL PURPOSE OF POSITION:

To lead the team in the provision of nursing and personal care services, in a manner that promotes the resident's health and wellbeing, the ongoing development of staff, and the good reputation of TriCare.

SECTION A:	THE JOB
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STAFF AND EXPENDITURE RESPONSIBILITIES:

Staff directly supervised: Personal Carers Steps 1 – 5A
Expenditure Authority: Nil

KEY COMPONENTS OF ROLE:

Core Skills:

- Provides a high standard of comprehensive nursing and personal care, consistent with the Australian Nursing & Midwifery Council (ANMC) National Nursing Competency Standards.
- Is accountable to the Facility Manager and Clinical Care Manager for all clinical and work practices.
- Provides a warm, caring atmosphere for residents, family, friends and colleagues.
- Promotes a culture of service orientation that improves the lifestyle of residents.
- Accepts responsibility for directing all staff on duty in the aged care facility to ensure work output is completed in a high quality, caring fashion.
- Develops and applies a holistic and homelike philosophy of care for residents in the aged care facility.
- Demonstrates an applied understanding of the RCS and documentation requirements
- Demonstrates an understanding of the individual, holistic, model of care of residents in the residential setting.
- Promotes safe working procedures and recognises health and environmental hazards in the workplace and work to ensure standards are maintained.
- Supervises all staff to ensure resources are utilised efficiently to ensure cost containment.
- Undertakes all activities in relation to the delivery of quality care to the resident and facility.
- Willingly participates as a member of the TriCare team.
- Is competent at providing up to date and informed information about resident status at staff "hand-over".

Residents' Rights:

- Implements the *Charter of Resident Rights and Responsibilities* in the aged care facility.
- Familiarises themselves with the Aged Care Accreditation Standards and works collectively with the Team to ensure the aged care facility maintains all standards, always.

Team Work:

- Develops team leadership skills and applies an understanding of team dynamics.
- Supervises all staff, and in particular, ensures the care delivery of personal carers Step 1-5A is maintained at a high standard.
- Supervises the team to ensure teamwork is goal-oriented and outcome focused.
- Manages critical incidents to ensure resolution.
- Demonstrates an understanding of the principle “Do it right the first time, every time” and promotes a culture that embraces this philosophy.
- Monitors performance of individual team members and provides on-the-job assistance where necessary to improve performance.
- Participates in staff performance management according to company policy.

WORKPLACE HEALTH AND SAFETY

The incumbent has the responsibility to comply with and meet all obligations contained in:-

- 1) Workplace Health and Safety (WHS) legislation;
- 2) Related WHS responsibilities; and
- 3) TriCare’s Injury Risk Management (IRM) standards.

SECTION B: THE PERSON

KNOWLEDGE AND SKILLS:

Essential:

- Demonstrated ability to work independently or as part of a coordinated team effort.
- Demonstrated ability to embrace the philosophy of resident care that promotes dignity, independence and advocacy.
- Computer skills including Microsoft Office 97 – Word and Access.
- Demonstrates an understanding of the Commonwealth Prescribed Services.

QUALIFICATIONS AND EXPERIENCE:

Essential:

- Current or eligible for Nursing and Midwifery Board Australia registration.

Desirable:

- Post-basic qualifications in gerontology nursing or experience in the field.
- Experience in working in the Aged Care, and/or any other service industry.
- Experience in working all shifts.

PERSONAL ATTRIBUTES/QUALITIES:

- Self motivated person.
- Demonstrated strong interpersonal and communication skills.
- Demonstrated ability to grasp and apply new skills.
- Demonstrated ability to adapt to new clinical situations and demands.

- Willing to act as role model for all staff.
- Team player committed to building a team with a focus on goal outcomes.
- Willingly acts as an advocate for other team members.
- Displays a high level of initiative.
- Willingly acts as an advocate for residents.
- Flexible approach to working hours.
- Ability to work under pressure.
- Ability to work unsupervised where necessary.
- Demonstrated ability to supervise staff.
- Acts enthusiastically about improving service levels.
- Exhibits a caring nature.
- Committed to quality outcomes.
- Respects the fact that the company is privately-owned and is not a government Agency.

SECTION C: PERFORMANCE MEASURES

- Performance will be managed by the Quality Performance Improvement Review (QPIR) system which includes an annual review.
- To advance to Step 7, the employee will be required to complete the following National Competency training packages:
 1. (NCB 27) Manage workplace issues.
 2. (NCB 29) Undertake research activities.

LOCATION AND CONDITIONS OF SERVICE

- All employment conditions will be covered by the terms outlined in TriCare's Workplace Agreement 4 – 2006 document.
- Superannuation will be paid in accordance with legislative requirements.
- Annual Leave and Sick Leave will accrue in accordance with the terms outlined in TriCare's Workplace Agreement 4 – 2006 document.
- Location: Placement in any one of TriCare's aged care facilities will be coordinated throughout the recruitment phase.