

Position Description – Clinical Nurse Coordinator

Core Detail

Title	Clinical Nurse Coordinator
Objective	Ensures that all registered employees are carrying out their clinical care duties within their scope of practice and according to registration standards as set out by the Nursing and Midwifery Board of Australia.
Role	<p>To assist the Clinical Manager and work collaboratively with registered employees to provide and coordinate quality nursing services for the residents of TriCare’s aged care residences.</p> <p>Participation in the on-call roster, to be an available resource on the phone after hours to support our care team employees as required.</p>

Position Parameters

Employment	Full time, permanent
Reporting to	Clinical Manager
Staff directly supervising	Care Team employees
Location	TriCare Aged Care Residences

Detailed Description of the Position

Main Duties	<p>The CNC will work closely with the Clinical Manager to oversee day-to-day clinical evaluations and care planning.</p> <p>The CNC provides leadership and support to the care team to ensure that residents are receiving optimal clinical care. They are responsible for overseeing or carrying out duties to achieve the following tasks:</p> <ul style="list-style-type: none"> • Delivering direct and comprehensive nursing care and individual case management to residents, which may also include coordinating services to be provided by other disciplines or agencies. • Liaising with other care team employees to identify residents’ care needs, plan interventions and review outcomes of care in accordance with accreditation standards.
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- Providing education, counselling and group work services orientated towards the promotion of health status, improvement of residents within the practice setting.
- Providing support, direction and education to newer or less experienced employees, including Registered and Enrolled Nurses, and student nurses.
- Acting as a role model in the provision of holistic care to residents and communicating in an empathic manner with residents' families.
- Assist qualified nursing employees in maintaining contemporary clinical knowledge.
- Ensure care and medication changes for residents following medical officer consultations or discharge from hospital are initiated.
- Ensure wound management requirements are met.
- Significant weight change or any other need change is identified and actioned.
- Incident reports are completed and actioned in consultation with the Facility/Clinical Manager and according to TriCare policy.
- Comply with Infection Control Policy (see Quality Policy Manual) and ensure adherence by all care team employees.
- Facilitate Exception Reports completion, leading to residents' clinical care being addressed in a timely manner and identifying vital care needs requiring attention.
- Maintain customer focus in the delivery of service.
- Liaise with the Clinical Manager and ACFI Coordinator regarding changed care needs and timely ACFI to support optimisation of funding.
- Actively participate in Continuous Improvement Activities and TriCare's Service Improvement System.
- Perform all duties and responsibilities assigned. TriCare may vary these duties and responsibilities at any time.
- Work in any area within the Aged Care Residence as directed.
- Accept accountability for the employee's own standards of nursing care and service delivery.
- Participate in action research and policy development within the practice setting.
- Demonstrate contemporary nursing knowledge at all times, citing evidence base as needed.
- Educate the team in the optimal use of our clinical management (tablet) software, whilst encouraging continued resident engagement.

Residents' Rights	<ul style="list-style-type: none"> • Adhere to the Charter of Care Recipients' Rights and Responsibilities – Residential Care (Aged Care Act 1997, Schedule 1 User Rights Principles 2014). • Actively seeks opportunities to improve the quality of personal care services. • Actively identifies and researches concepts and trends aimed at improving quality of life for residents.
Team Work	<ul style="list-style-type: none"> • Demonstrate effective team leadership. • Develop a sound understanding of the principles of human resource management. • Act as a resource to care team employees in interpretation and understanding of the human resource policies and any care team issues. • Assist care team leaders with development of leadership skills and supporting them to meet their responsibilities. • Identify training needs for care team and liaise with the Training Manager/management team in meeting these needs. • Liaise with Clinical Manager in formulating a schedule for management of Quality Performance Improvement Reviews (QPIRs) within the facility and participate in employee performance management according to company policy. • Share acquired knowledge and skills with all other qualified nursing employees. • Assist care team personnel in conducting audits of care and service delivery. • Act in the role of Clinical Manager (during periods of annual/personal leave).

Skills and Knowledge

- Provides a high standard of comprehensive nursing and personal care, consistent with the Nursing and Midwifery Board of Australia Registration scope of practice accountabilities
- Is accountable to the Facility Manager and Clinical Manager for the delivery of high quality clinical and personal care services.
- Acquires knowledge and expertise in, and takes responsibility for, management of at least one specialist clinical area, e.g. continence, palliation, behaviour management, wound care etc.

- Maintains a safe clinical environment at all times and responds to identified risk in a timely manner
- Is proactive in ensuring the aged care residence operates within budgetary parameters
- Demonstrated ability to work independently or as part of a coordinated team
- Ability to prepare reports as required
- Demonstrated ability to embrace the philosophy of resident care that promotes dignity, independence and advocacy
- Advanced skills in using computers and software, i.e. including Microsoft Office applications and clinical management (tablet) software
- Demonstrates a high level of understanding of the Aged Care Accreditation standards and ACFI processes and its associated documentation.
- Maintains theoretical and practical knowledge of contemporary residential age care
- Evaluates findings of audits, analyses trends, and, in consultation with the management team; initiates strategies to address issues.

Personal/Other Attributes

- Self-motivated person
- Advanced leadership qualities
- Supervisory experience in an aged care environment
- Demonstrated strong interpersonal and written communication skills
- Displays an advanced level of initiative and ability to grasp and apply new skills
- Demonstrated ability to adapt to changing clinical situations and demands
- Acting as a role model to care team employees
- Willingly acts as an advocate for residents and team members
- Demonstrates a commitment to pursuing self-education in specialised clinical areas and attending internal Aged Care Division conferences / workshops etc.
- Flexible approach to working hours
- Ability to work under pressure
- Acts enthusiastically about improving service levels and quality outcomes
- Able to deal constructively with conflict and difficult situations
- Able to demonstrate time management skills; ability to plan and problem solve.

Experience

Essential:

- Current Nursing and Midwifery Board of Australia registration as Registered Nurse (Division 1), General, without conditions
- At least 5 years' experience in working in residential aged care, and/or other healthcare service

- Specialty nursing skills such as continence, palliation, behaviour management, wound care etc.
- Police Check clearance

Desirable:

- Post graduate qualifications in gerontology nursing
- Certificate IV in Training and Assessment qualification

Work Health and Safety

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

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Quality Performance Improvement Review.