

Position Description – Clinical Manager

Core Detail

Title	Clinical Manager
Objective	Effectively integrate and achieve care, services and clinical governance in the management of resident care.
Role	Anticipate and deliver high quality care and services to support and meet the individual needs of residents.
Competency	Provide clinical leadership of staff to ensure optimal care and service to residents.

Position Parameters

Employment	Full time, permanent
Reporting to	Facility Manager
Staff directly supervising	Clinical Nurse Coordinator (where applicable) Varied – personal care and nursing stream personnel
Expenditure Limit	\$500 (excludes capital items)
Location	TriCare Aged Care Residence

Detailed Description of the Position

Clinical Care Management	<ul style="list-style-type: none"> • Provide effective care that is based within accepted contemporary health care practices. • Effective leadership of the Personal Care stream staff, ensuring competencies and performance standards are met and maintained at all times. • Facilitate and actively participate in employee performance processing according to Human Resources policies and procedures • Ensuring that care is based on individual resident needs and provided according to acceptable professional standards. • Provide clinical leadership and consultancy to medical practitioners, allied health professionals and community services to ensure optimal service delivery to residents. • Act as a resident advocate and promote advocacy as a requirement of all team members.
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	<ul style="list-style-type: none"> • Take responsibility and accountability for nursing decisions and actions. • Effectively collate clinical statistics and data in order to analyse and identify clinical trends, causes and outcomes. • Liaise with the Facility Manager in the management of the Master Roster to ensure care standards and staffing levels are maintained, taking into consideration occupancy, allocated budget and relevant approval structure. • Ensure documentation meets professional and regulatory requirements. • Apply an understanding of the depth and scope of the Aged Care Act 1997 and the Quality of Care Principles 2014 to the clinical area of nursing and personal care. • Perform as a professional role model and mentor through demonstrating advanced clinical expertise in the nursing care of the aged person.
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Care Documentation Management	<ul style="list-style-type: none"> • To effectively oversee the facility's maintenance of care documentation systems in consultation with the Facility Manager and ACFI and Clinical Coordinator (where applicable). • Responsibility for monitoring and ensuring resident care documentation is up to date, and assessment and care planning, including care plan evaluations, are all completed as per TriCare policy. • Identify opportunities for maximising ACFI Funding particularly as residents' care needs change. • Undertake audits relevant to care and analyse the outcomes.
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Continuous Quality Improvement	<ul style="list-style-type: none"> • Care/Service provision is subjected to regular objective assessment and subsequent continuous improvement. • Guide support, coach and monitor activities of Personal Care Team to ensure expected standards of performance and outcomes are met. • Actively participate in the Service Improvement System (SIS). • Ensure compliance with relevant Accreditation standards as they apply within the area of responsibility. • Monitor resident satisfaction with the provision of planned care through relevant surveys and processes. • Contribute policy/procedure development and initiate reviews when appropriate.
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	<ul style="list-style-type: none"> • Demonstrate a commitment to excellence in customer service for all internal and external customers. • Take responsibility for ongoing professional development through relevant professional organisations and active participation at Clinical Manager forums and industry conferences. • Research and implement evidence-based standards that are compliant with relevant professional, industrial and legislative requirements.
Team Work	<ul style="list-style-type: none"> • Participate actively and constructively in the successful functioning of the facility's management team. • Support the implementation of team decisions. • Use correct communication process within the team and with other work teams. • Work floor shifts, including shift work, if required
Staff Training and Development	<ul style="list-style-type: none"> • Assist employees to access the appropriate training to achieve their maximum capabilities. • Coordinate and evaluate training programs within the facility. • In consultation with the Facility Manager, liaise with the Training Manager and Training personnel regarding training outcomes. • Monitor and contribute to the training needs of employees within the personal care stream.
Relationship Management	<ul style="list-style-type: none"> • In conjunction with the Facility Manager, establish relationships with local networks (ACATs, hospital discharge planners/social workers, Commonwealth Respite and Carelink Centres, support groups etc.), health care professionals, Government departments/agencies and other stakeholders to market and promote the TriCare organisation, vacancies available, services provided and to remain abreast of emerging issues.

Skills and Knowledge

- Excellent oral and written communication skills.
- Ability to understand and use electronic care systems.
- Able to apply knowledge of relevant State and Commonwealth legislation to the nursing and personal care requirements of aged care residents.
- Ensure accurate appraisal of residents' care needs to facilitate receipt of available Government funding – comprehensive understanding of the Aged Care Quality and Safety Commission (ACQASC) – Aged Care Quality Standards and processes.
- Extensive clinical and professional knowledge (minimum 5 years) preferably in aged care.
- Extensive knowledge and application of quality improvement, research and best practice principles.
- Advanced level of proficiency in:
 - Problem solving and analytical skills
 - Organisational skills
 - Negotiation and conflict resolution

Personal/Other Attributes

- Able to work cooperatively and constructively within a team.
- Able to deal constructively with conflict and difficult situations.
- Able to accept accountability and responsibility for meeting required standards of resident care.
- Flexible approach to working hours, including being on call when a registered nurse is not on the premises, and as required.

Key Personnel Requirements

- In accordance with an amendment to the Aged Care Act 1997 and the Sanctions Principles concerning “disqualified individuals”, it is a condition of this offer that you are not a Disqualified Individual and that you agree to provide the necessary information for clearance to be given. Further information on this process is included in the Information/Employment offer pack.
- Should it be determined that you are a Disqualified Individual, this Offer of Employment will be rescinded and employment with TriCare shall not proceed.

Experience

- Registered Nurse with current and applicable registration with the Nursing and Midwifery Board of Australia (AHPRA).
- Post graduate qualifications and / or relevant experience in aged care will be favourably considered.

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.

The Clinical Manager has responsibilities on behalf of their employer, but must also comply with their requirements as employees. In carrying out these responsibilities, the incumbent will:

- Act as a role model;
- Ensure that employees and contractors have the information, orientation, instruction, training and supervision to work safely;
- Monitor compliance of WHS legislation and monitor compliance of TriCare's IRM standards;
- Consult with employees and the Injury Risk Management Committee on proposed changes;
- Periodically review the work areas to assess the WHS aspects of the work environment and work procedures to ensure employees and contractors are working safely.
- Review all accident/incident reports to ensure that thorough investigations have been carried out and appropriate controls have been recommended.
- Implement, oversee or manage the risk management system which identifies, assesses and controls hazards; and
- Maintain a safe working environment.

Performance Measures

Performance Appraisal/Quality Performance Improvement Review (QPIR).