



RESIDENTIAL SERVICES CLINICAL MANAGER

1. ORGANISATIONAL INFORMATION

Established in 1960 and incorporated in 1989, Catholic Homes for the Elderly Inc (*Catholic Homes*) is a non-profit organisation and an agency of the Catholic Archdiocese of Melbourne, and currently provides services to over 1000 older people across Melbourne and the wider Metropolitan region. Services include residential aged care facilities, independent living accommodation, retirement living accommodation and services and community aged care packages.

2. OUR VISION, MISSION & VALUES

Our Vision - Choice and opportunity as you age.

Our Mission - Integrated and accessible aged care and accommodation services provided within a Catholic ethos.

Our Values - We celebrate the life of individuals and their communities as expressed in their physical, social and spiritual well being. In doing so, we are committed to the ideals of:

- Dignity - The rights of each person are grounded in the unique dignity each possesses.
- Compassion - When we truly care we are always open to the needs of others.
- Integrity - We are honest in our dealings and accountable for our actions.
- Collaboration - Working together empowers people and produces better outcomes.

3. POSITION SUMMARY

The Clinical Manager (CM) has a key role providing support and resources to Care Managers and Care Staff in pursuit of excellence in aged care. It is the responsibility of this position to assist the Residential Services Manager and Care Managers in developing, managing and evaluating facility performance and clinical care outcomes for residents within the constraints of funding while maintaining the Aged Care Accreditation Standards

4. INTERNAL RELATIONSHIPS

- Accountable to the Residential Services Manager (RSM).
- Provides resources and education to Care Managers and Care Staff.

5. RESPONSIBLE FOR

The Clinical Manager (CM) is responsible for overseeing the clinical care of residents, documentation and clinical education at the designated residential facility. The CM forms part of the management team at each facility and works closely with the Residential Services Manager (RSM) and Care Manager(s) in developing, managing and evaluating facility performance and clinical care outcomes for residents.

6. KEY SELECTION CRITERIA / QUALIFICATIONS

- Essential:
- Registration as a Division One (1) Nurse in the State of Victoria
 - Ability to act as a mentor providing guidance to Care Manager(s) in all aspects of clinical care
 - Proven ability to motivate staff and promote a positive work environment
 - Excellent verbal and written communication and interpersonal skills
 - Well developed prioritisation and organisational skills with the ability to meet deadlines and attend to multiple tasks
 - Knowledge and understanding of Aged Care Funding Instrument and legislation. Understanding of Pensions, Bonds, Fees and Charges
 - Mature outlook with the ability to relate and converse with older people
 - Ability and commitment to promote Catholic Homes' services
 - Commitment to maintaining confidentiality in all matters
 - Certificate IV Workplace Training & Assessment
 - Satisfactory completion of a National Police Records Check in accordance with current Catholic Homes Police Check Policy
- Desirable:
- Current Victorian Driver's Licence
 - Previous experience working with / an understanding of and sensitivity to the issues related to services to older people
 - Formal qualifications in gerontology or relevant clinical discipline
 - Formal management qualification or working towards same
 - Proficiency in Microsoft Office, particularly Word, Excel and Outlook

7. PRINCIPAL ACCOUNTABILITIES

7.1 Service Delivery

Ensure care delivery and related services are implemented in accordance with the Catholic Homes' Quality Management System to:

- Be responsive to the needs of residents/customers.
- Be responsive to telephone enquiries, which include the identification of self and site.
- Be prompt and courteous when interacting with residents, families and colleagues.
- Be aware of the important role relative, friends and volunteers play within the organisation and actively seek customer feedback and respond as appropriate.
- Actively work to promote the organisation and colleagues in a positive manner at all times, both internally and externally.
- Identify opportunities to improve customer service through the use of Continuous Improvement forms.
- Comply with Catholic Homes' quality standards and external accreditation requirements.
- Systematically plan, implement and evaluate care.
- Respect and promote dignity, privacy and confidentiality of each resident.

7.2 Staff Management

- Practice according to the Catholic Homes' Mission, Vision and Values.
- Comply with all legislative requirements including Aged Care Act, Occupational Health and Safety, Equal Opportunity, Privacy etc.
- Assess the educational needs and competency of new staff.

- ❑ Monitor, appraise and develop staff on a regular basis, including formal clinical education as well as informal, "on the job" coaching (in conjunction with the Residential Services Manager).
- ❑ Promote and develop effective communication skills with management through attending relevant site and organisational meetings.

7.3 Financial Management

- ❑ The use of all resources in a responsible, effective and cost-efficient manner.
- ❑ Participate in the development of the Facility Budget.
- ❑ Monitor and oversee the clinical budget to meet resource allocations. Ensure the use of medical, nursing and domestic supplies is within budgetary constraints.
- ❑ Report any unsafe, faulty or damaged equipment to ensure timely repairs.
- ❑ Wherever applicable, to complete and maintain appropriate documentation that reflects resident care and demonstrates awareness of funding implications. This includes a willingness to develop these skills further.

7.4 General Business Management

- ❑ Actively contribute to the development of appropriate documentation that reflects resident care and demonstrate an awareness of funding implications and a willingness to develop these skills further.
- ❑ Ensure that all documentation is updated and completed to meet legal requirements (including clinical, incident, hazard reporting).
- ❑ Promote a person centred approach to care across the organisation wherein all staff, residents and clients are treated with the respect and dignity as reflected in the Catholic ethos.
- ❑ Effective management of operational risk and quality standards as relevant to the position.
- ❑ Deputise for the Residential Services Manager when required.
- ❑ Oversee the appropriate standard of documentation for residents and staff in line with relevant legislation and Catholic Homes' policy and procedures.

7.5 Continuous Improvement

- ❑ Demonstrate a commitment to continuous and quality improvement processes through the completion of Continuous Improvement forms and participation in Quality Circle, and other meetings as appropriate.
- ❑ Maintain knowledge and skills relevant to the position through participation in the staff training and development programme. This includes attendance at mandatory training, education as relevant to the position and performance of competencies to acceptable standards.
- ❑ Familiarise and follow the organisational policies and procedures as reflected in the Quality Management System.
- ❑ Actively support and promote a culture of continuous improvement.

7.6 Performance Management

- ❑ Participate in the initial and annual / ongoing performance appraisal and induction processes.
- ❑ Participate in ongoing training and development programmes.
- ❑ Demonstrated knowledge of the Aged Care Standards and Accreditation Agency expected outcomes and Charter of Resident Rights.
- ❑ Demonstrated awareness and commitment to the holistic needs of residents.
- ❑ Compliance with all legislative requirements.

7.7 Specialist Knowledge

Demonstrated commitment to the needs of people living within residential aged care. This includes an awareness of the Aged care Standards and Accreditation Agency and the ability to comply with all legislative requirements as well as:

- Demonstrate knowledge and understanding of the ageing process and a willingness to develop these skills further.
- Understand and practice all responsibilities and accountabilities to yourself and others in accordance with all legislation, regulations and Catholic Homes' policies, procedures, handbooks and controlled documents.
- Oversee the assessment, planning, implementation and evaluation of individual care to maximise choice and quality of life for each resident.
- Demonstrate the application of excellent clinical skills.
- Ensure best practice clinical care at all times by clinical care staff through education.
- Ensure staff compliance with relevant Catholic Homes' policies and processes.
- Act at all times to protect the rights of residents, including confidentiality, privacy, individual choice and decision-making.
- Demonstrate and apply up-to-date knowledge of the ageing process and relevant diseases. This includes demonstrating an interest in maintaining this knowledge eg through active involvement in aged care special interest groups.
- In conjunction with the Residential Services Manager, identify and ensure compliance with all relevant legislation, professional standards and guidelines.
- Demonstrate comprehensive knowledge of Resident Classification and Funding tools and ensure that staff meet documentation requirements.

7.8 Other Duties

Perform other duties within the scope of practice and as required by the manager consistent with the broad emphasis of the position.

8. OCCUPATIONAL HEALTH & SAFETY

Occupational health and safety responsibilities include (but are not limited to):

- to work in a safe manner at all times and to take reasonable care of yourself and other persons who may be affected by your acts or omissions in the workplace/s and living environment/s provided by Catholic Homes;
- to attend orientation, induction and other training sessions in relation to occupational health and safety as required by Catholic Homes;
- to be familiar with and to follow all relevant occupational health and safety policies and procedures, warning signs, notices, instructions, safety standards, regulations and emergency procedures;
- to stop unsafe behaviour or unsafe work practices immediately and to report immediately any hazards, incidents, accidents and near miss events in accordance with the relevant policies and procedures;
- to stay away from work if you have an infectious illness and not return to work following an infectious illness without a medical clearance that it is safe to do so; and
- to participate in health and safety activities and contribute to a work culture that promotes health and safety.

I acknowledge that I have read and understood this Position Description. I understand that the position description will be reviewed at least once per year.

Signed by
Incumbent: _____ Date: _____

Incumbent Name:

Signed by
Manager: _____ Date: _____

Manager's Name
& Title:

Current Effective Date: _____

Next Scheduled Review Date: _____

Replaces PD:	Clinical Manager PD	Dated:	January 2007
Draft Submitted By:	Residential Service Managers QC 1	Date:	March 2009
Ratified By:	General Manager Residential Services	Date:	April 2009
Authorised By:	Human Resources Consultant	Date:	April 2009
Disseminated by Corporate Quality Committee:		Date:	May 2009
		Next Review Date:	April 2012

