

Coordinator (RN) Community Services

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| Award/Agreement | Nurses Award 2010 |
| Responsible to | Manager Community Services |
| Summary of role | <p>In accordance with Resthaven philosophy and policies, and funding body requirements:</p> <ul style="list-style-type: none">▪ coordinate services which deliver individually tailored packages of services for clients;▪ develop care plans and work instructions appropriate to the delivery of nursing care in the home for clients with a high level of need <p>Out of hours on call work will apply.</p> <p>A current driver's licence is essential.</p> |

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Assess individual personal and social needs of clients who are eligible to receive Community Service assistance
- Develop appropriate service responses based on assessed need, ranging from creation / coordination of packages of services through referral to alternative services
- Coordinate, monitor and review the provision of services to individual clients
- Assist with coordination and day to day running of the centre based activities including respite groups as needed in conjunction with the Manager
- Assist the Manager with rosters and supervision of staff involved in the provision of direct client services
- Ensure equitable access and culturally sensitive delivery to people of non English speaking or Aboriginal / Torres Strait Islander backgrounds
- Assist the Manager with the ongoing review and periodic evaluation of the program in terms of outcomes for clients, unmet needs and financial performance
- In conjunction with the Manager, establish effective working relationships with other service providers and informal community networks
- Assist in the development and implementation of policies, procedures and practices for the provision of quality services in accordance with Program Standards
- Assist in the preparation and presentation of staff training relevant to client services
- Ensure the provision of quality services to clients by assisting with the implementation of the Home Care Standards, Home Care Packages Programme Guidelines, DVA Manuals and other relevant Programme Manuals
- Participate in the development of assessment tools and review clinical protocols appropriate for the delivery of nursing care for clients in the home environment
- Contribute to the development of Resthaven policies in relation to the delivery of client services
- Collaborate with the Senior Manager Clinical Services and other specialist clinical staff in the application of evidence based principles for the delivery of care and monitoring of care outcomes
- Provide leadership and support to Registered Nurses for the community nursing services (HCP, DVA, TCPs, palliative care) and supervision of home support workers and community coordinators in relation to legislated nursing activities

Quality and Safety

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any “Confidential Information” that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven’s:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential.

Other duties as directed by the Manager Community Services, commensurate with classification and training

ESSENTIAL CRITERIA

Qualifications / Experience

- Current registration as a Registered Nurse with AHPRA and holds a current practising certificate
- Experience as a registered nurse in aged care and/or community health care
- Program Coordination, Team Leader, case management experience
- Knowledge and experience of quality systems for evidence based care
- An empathy and understanding of issues for older people, their families and carers
- A commitment to supporting older people to remain at home in the community
- Demonstrated ability to work in an holistic, client self management model of care
- An ability to work with clients to identify their needs and to negotiate and develop responsive packages of services
- An ability to work effectively and cooperatively as a member of the Community Services team
- Effective written and verbal communication skills
- Practical problem solving ability
- Computer literacy – familiar with MS Office Suite and electronic client care systems

DESIRABLE CRITERIA

Qualifications / Experience

- Knowledge of aged care related policy issues

Acknowledged _____ Date _____
Manager Community Services

Acknowledged _____ Date _____
Employee