# Care Coordinator

**Award/Agreement:** Non Award

**Responsible to:** Manager Residential Services

**Summary of role:** In accordance with the purpose and values of Resthaven the Care Coordinator is responsible for:

- Working in alignment with Resthaven's Clinical Governance framework
- Working in consultation with residents / representatives in the planning, delivery and evaluation of clinical care.
- The delivery of professional standards of contemporary best practice nursing / care services at the site.
- The supervision of nursing staff and personal care assistants.
- Effective, collaborative working arrangements with visiting medical practitioners and other allied health professionals.
- Implementation of Resthaven's Quality and Work Health Safety systems
- Deputise for the Manager Residential Services on occasions including being 'on call'.

## Key Responsibilities and Duties:

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

- Work collaboratively with the Manager Residential Services and Coordinator Housekeeping Services to ensure provision of quality care and services to residents.
- Implement systems of continuous improvement which respond to identified service need and meet standards of accreditation and validation.
- Implement the resident incident reporting system to ensure timely follow up of incidents and associated remedial and preventative actions.
- Contribute to organisational development through participation in meetings and forums to review policy and practice. Develop innovative approaches to clinical outcome achievement and implement positive change which benefits residents, staff and other Resthaven stakeholders.
- Provide and promote quality customer relations and information concerning Resthaven services to potential and current residents, their representatives and other Resthaven stakeholders and staff.
- Respond to complaints made by stakeholders and model a positive customer focused approach for staff
- Oversee the provision of nursing care congruent with contemporary best practice, the Clinical Practice Manual, Resthaven Policies and Procedures:
    - Ensuring each resident / representative is treated with dignity and respect, with their identity, culture and diversity valued
    - Displaying the ability to complete comprehensive and accurate nursing assessment and take appropriate action as required

**Key Responsibilities and Duties (continued)**

  - Monitoring development of an individualised plan of care in partnership with the resident / their representative designed to meet their goals, needs and preferences
  - Monitoring evaluation of the plan of care
  - Monitoring provision and coordination of clinical care and that action / consultation with stakeholders occurs when required.
- Supervise nursing and other work experience students on placement at the site.
- Deputise for the Manager Residential Services as required and at times taking after hours call.
- Ensure effective and efficient resource management of human, financial, information and physical resources to achieve outcomes:
  - **Human:** responsible for induction, education, appraisal, staff supervision, performance management and roster allocation of staff to ensure provision of high quality care and services to residents
  - **Financial:** responsible for implementing the ACFI management system, maximising ACFI funding and effective clinical expense management
  - **Information:** responsible for utilising available resources of organisational information to review clinical outcome achievement and plan remedial action if required clinical key performance indicators are not achieved.
  - **Physical:** responsible for the maintenance of clinical equipment to fulfil Resthaven standards and policy. Implement safe systems of work consistent with legislative requirements and Resthaven policy.

- For sites with co-located Retirement Living Unit Facilities: Maintain effective relationships with Retirement Living Unit residents.
- Implement Resthaven policy and procedures to ensure compliance with best practice, legislative and legal obligations.
- Ensure that the site satisfies legislated standards for Accreditation, Work Health Safety reviews and validation of funding claims.

**Quality and Safety**
Responsible for:

- Undertaking all duties in accordance with Resthaven's Quality Management System, policies and procedures.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.
- 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.

## Privacy and Confidentiality

Responsible for:

- Applying the principles of privacy and confidentiality to all work practices.
- 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 Residential Services, commensurate with classification and training.

## ESSENTIAL CRITERIA

### Qualifications / Experience

- Registered General Nurse with current registration with the Australian Health Practitioner Regulation Agency is essential.
- A current driver's licence is essential.
- Demonstrated professional clinical nursing skills.
- Demonstrated ability to communicate effectively with staff and clients.
- Demonstrated leadership skills and ability to motivate staff to achieve organisational goals
- Ability to logically prioritise varying work demands.
- Demonstrated organisational and time management skills.
- An understanding of the ageing process and a commitment to caring for aged clients.
- An understanding of aged care funding processes and required documentation including the Aged Care Funding Instrument.
- Understanding of quality management systems and commitment to continuous improvement
- Demonstrated use of initiative.
- Ability to develop a cooperative team approach to the delivery of services.
  Commitment to professional development.
- Demonstrated ability to use Microsoft and other desktop applications.
- Working knowledge of:
    - Current legislation relevant to Aged Care
    - Accreditation Standards.
- Ability to satisfy Key Personnel criteria within the Aged Care Act.

## DESIRABLE CRITERIA

### Qualifications / Experience

- A relevant Post-Graduate qualification
- Gerontic nursing experience

Acknowledged _____ Date _____
Manager Residential Services

Acknowledged _____ Date _____
Employee