



**Our Vision:** Older people have access to responsive, high quality aged care services.

**Our Mission:** Doutta Galla exists to provide access to aged care service options which are affordable and inclusive of people with diverse experiences and backgrounds.

**Our Values:**



## Position Description

<b>Position Title:</b>	Clinical Care Supervisor	<b>Position Reports To:</b>	Clinical Care Coordinator
<b>Positions Reporting to this Position:</b>	Endorsed Enrolled Nurses Personal Care Assistants		

<b>Position Purpose:</b>	<p>This position is responsible for:</p> <ul style="list-style-type: none"> <li>▪ Delivering clinical care services, care planning, review and assessment of all aspects of clinical care during after hours shifts (after hours shifts are those when the Clinical Care Coordinator is not rostered to work).</li> <li>▪ Ensuring an effective and customer focused service delivery for all residents.</li> <li>▪ Providing clinical support and advice to all staff.</li> <li>▪ Assessing, planning, implementing, delivering and evaluating care for residents in accordance with scope of practice and co-ordinated health and allied health services care planning; ensuring safe and effective evidence based care.</li> <li>▪ Ensuring that accurate, supporting documentation to support ACFI claims.</li> <li>▪ Reporting clinical and resident care issues to Clinical Care Coordinator.</li> </ul>
--------------------------	--

<p><b>Qualifications:</b></p>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>▪ Qualified Registered Nurse with current AHPRA registration (no conditions).</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Current First Aid and CPR certificates desirable.</li> <li>▪ Tertiary qualifications in gerontology or a related discipline desirable.</li> </ul>
<p><b>Skills:</b></p>	<ul style="list-style-type: none"> <li>▪ Clinical knowledge regarding medical conditions, palliative care and care of people living with dementia, including managing challenging behaviours.</li> <li>▪ Ability to effectively communicate verbally and non-verbally with residents living with dementia and/or where English is a second language.</li> <li>▪ High level interpersonal and written skills including the ability to liaise with residents, resident representatives and other health professionals.</li> <li>▪ Supervision of staff and performance management.</li> <li>▪ Strong planning, time management and organisational skills with the ability to prioritise accordingly.</li> <li>▪ Knowledge and understanding of the ACFI and its application.</li> <li>▪ Computer literacy – Intermediate.</li> </ul>
<p><b>Experience:</b></p>	<ul style="list-style-type: none"> <li>▪ Previous experience in an aged care setting as registered nurse.</li> <li>▪ Sound knowledge and understanding of ACFI assessments and submissions.</li> <li>▪ Demonstrated experience in documenting concisely and effectively in resident notes and care plans.</li> <li>▪ Proven capability and experience in leading a team.</li> </ul>
<p><b>Resident Dignity and Choice</b> <b>(Aged Care Quality Standard 1)</b></p>	<ul style="list-style-type: none"> <li>▪ Treat all residents with dignity and respect, valuing their identity, culture and diversity.</li> <li>▪ Support residents to exercise choice and independence; to make decisions about their own care, the way care services are delivered and how family and others are involved in their care.</li> <li>▪ Ensure all resident information is kept confidential, privacy is respected and information provided to the resident is clear and easy to understand so residents may exercise choice.</li> <li>▪ Provide support and assistance to maintain a clean, comfortable, safe, secure and homelike environment for the residents.</li> </ul>

<p><b>Ongoing Assessment and Planning</b> (Aged Care Quality Standard 2)</p>	<ul style="list-style-type: none"> <li>▪ Ensure resident care services delivery is based on the current needs, goals and preferences of residents as identified in partnership with the resident and others the resident wishes to involve in the planning process.</li> <li>▪ Provide person centred care within scope of practice to residents with complex clinical needs (specialist nursing care) with particular regard to wound management, diabetic management, behavioural management, medication management, nutrition and hydration management, pressure care management and incontinence management.</li> <li>▪ Ensure medications are administered, documented, stored and disposed of in accordance with regulations and policy.</li> <li>▪ Ensure assessment and planning, including consideration of risks to resident health and well-being, informs the delivery of safe and effective care and services.</li> <li>▪ Effectively communicate care and services plans with the resident; regularly review for effectiveness and when circumstances change or when incidents impact on resident needs, goals or preferences.</li> <li>▪ Prepare ACFI documentation to form ACFI submission pack.</li> <li>▪ Actively manage ACFI reviews to ensure care needs reflect ACFI funding.</li> <li>▪ Ensure the delivery of an effective handover process for all staff, including the provision of adequate documentation regarding resident care requirements.</li> <li>▪ Comply with all reporting requirements including incident and elder abuse/mandatory reporting.</li> <li>▪ In consultation with the Clinical Care Coordinator conduct regular performance appraisals of clinical/care staff in line with DGAS policy.</li> </ul>
<p><b>Personal and Clinical Care</b> (Aged Care Quality Standard 3)</p>	<ul style="list-style-type: none"> <li>▪ Ensure interactions with residents and their representatives are kind, caring and respectful of each individuals identity, culture and diversity.</li> <li>▪ Provide safe and effective best practice personal and clinical care that is individually tailored to resident needs and optimises their health and well-being.</li> </ul>

<p><b>Personal and Clinical Care cont...</b></p>	<ul style="list-style-type: none"> <li>▪ Recognise and respond to changes in resident mental health, cognitive or physical function, capacity or cognition in a timely manner.</li> <li>▪ Ensure needs, goals and preferences of residents nearing the end of life are recognised and addressed, their comfort maximised and dignity preserved.</li> <li>▪ Ensure that all relevant legislative requirements pertaining to care delivery are complied with at all times, and ensure staff awareness of those requirements.</li> <li>▪ Undertake effective management of the care setting including rostering, coordinating and allocating workloads according to resident's needs and staff skills and experience.</li> <li>▪ Provide guidance, advice, assistance and support to all clinical staff in a manner that is empowering, encouraging and driven by best practice clinical principles and procedures.</li> </ul>
<p><b>Support For Daily Living</b> (Aged Care Quality Standard 4)</p>	<ul style="list-style-type: none"> <li>▪ Ensure daily living support meets individual resident needs, goals and preferences and optimises resident independence, health, as well as, emotional, spiritual and psychological well-being and quality of life.</li> <li>▪ Provide services and supports for daily living that facilitate social and personal relationships, meet individual resident interests and enables broader participation.</li> </ul>
<p><b>OH&amp;S</b> (Aged Care Quality Standard 5)</p>	<ul style="list-style-type: none"> <li>▪ Ensure the maintenance of a safe working environment that meets regulatory requirements and undertake all duties in a manner that demonstrates, at all times, due regard for the wellbeing and safety of self, colleagues and residents.</li> <li>▪ Adhere to Occupational Health and Safety Act and associated policies and procedures.</li> <li>▪ Respond appropriately to situations of risk or potential risk to residents, staff and public.</li> <li>▪ Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines, and report any breakdown or requirements to the Clinical Care Coordinator.</li> <li>▪ Actively participate in training and education sessions regarding occupational health and safety.</li> <li>▪ Understand emergency code management, fire and evacuation procedures and implement if required.</li> <li>▪ Report immediately all accidents / incidents in accordance with organisational guidelines and where necessary document in accordance with organisational guidelines.</li> </ul>

<p><b>Feedback and Complaints</b> (Aged Care Quality Standard 6)</p>	<ul style="list-style-type: none"> <li>▪ Provide support to residents and their families and ensure any queries, comments, suggestions and / or concerns are managed promptly, effectively and efficiently or referred appropriately according role level of responsibility.</li> <li>▪ Comply with all reporting requirements including incident and elder abuse/mandatory reporting.</li> <li>▪ Comply with all Privacy Legislation requirements and Doutta Galla confidentiality statements when communicating information pertaining to residents, staff and the operations of any Doutta Galla facilities.</li> <li>▪ Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Doutta Galla policies and procedures and within scope of role.</li> </ul>
<p><b>Acknowledgement</b></p>	<ul style="list-style-type: none"> <li>▪ I have read this position description and agree to undertake the duties and responsibilities as listed above.</li> <li>▪ I understand I am responsible for ensuring I undertake my duties in compliance the new Aged Care Quality Standards as contained in the Quality of Care Amendment (Single Quality Framework) Principles 2018.</li> <li>▪ I understand this position description is subject to review and amendment at any time, as appropriate and approved by HR.</li> <li>▪ I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above.</li> <li>▪ I have read and understood the Doutta Galla Code of Conduct.</li> </ul> <p><b>Name:</b> _____</p> <p><b>Signature:</b> _____</p> <p><b>Date:</b> _____</p>