

Employment

Position Description

Position:	Clinical Coordinator
Award:	<i>Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020</i>
Classification:	RN G4A Clinical Coordinator (Yr. 1 YY4 or Yr. 2 YY5)
Status:	As per Contract of Employment
Qualifications:	Current registration with AHPRA as a Registered Nurse Minimum five years post graduate nursing experience Post graduate qualifications in Management and/or Gerontology desirable

Position Objective(s)

This position is a senior position leading a program of work that ensures all customers receive the right care at the right time. In collaboration with clinicians and operational management teams, the position will sustainably implement and oversee the Clinical Governance Framework across all programs and services.

As well as a high level of clinical expertise the key to success in the role is the ability to lead transformational and cultural change and obtain buy-in from key internal and external stakeholders.

Application of best practice in clinical governance such as the development of case conferencing and peer review processes are key activities, as is compliance with all Accreditation requirements. The role will also drive the development and implementation of relevant clinical research initiatives.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with 'yes' in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Social Purpose

Through the social conscience of the staff and customers we actively engage with causes that impact the local community.

Safety

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Accountabilities and Responsibilities**1. Leadership and Management**

To align with the Values, and vision of Lyndoch Living in all aspects of the role for the provision of quality services and a standard of customer service that exceeds expectations. Lead by example to foster and develop a work environment that demonstrates the values in all interactions internally and externally.

Role Specific Tasks	Measures
<ul style="list-style-type: none"> • Understands the Aged Care service sector and demonstrates a passion for providing the best care and services • Provides leadership to key internal and external stakeholders to deliver quality clinical management outcomes 	<ul style="list-style-type: none"> • Identifies opportunities for improvements to clinical services with the best interests of our consumers at the heart of all initiatives • Effectively implements processes and initiatives to drive a culture of continuous improvement • Actively engages with our customers to understand their barriers and develop strategies to improve the quality of service • Stays abreast of regulatory and legislative change within the healthcare and aged service industries and reviews systems and processes where required to ensure compliance • Shares the vision regarding the commitment to providing safe, high quality care • Supports clinicians to positively embrace and realise benefits of change • Provides strong leadership and influence in respect to clinical governance • Informs appropriate stakeholders up to CEO level regarding governance risks and trends • Acts as the DON delegate as required

2. Clinical and Professional Practice

Develops systems and processes to monitor clinical standards, striving for organisational and industry excellence.

Role Specific Tasks	Measures
<ul style="list-style-type: none">Develops systems and processes to monitor clinical standards, striving for organisational and industry excellence	<ul style="list-style-type: none">Ensures effective and timely risk identification and assessment through a clinical risk frameworkCreates policies and procedures to ensure compliance to quality clinical standardsReviews, analyses and monitors actions arising from clinical outcome data and quality performance measures

3. Change Management

Understand the need for effective communication and rigorous documentation in the delivery of health care.

Role Specific Tasks	Measures
<ul style="list-style-type: none">Effectively manages projects to achieve desired outcomes	<ul style="list-style-type: none">Aligns to the organisations strategic plans and objectivesConsiders, plans and executes Change Management principals to ensure awareness and engagement from all affected partiesDraws on data to provide metrics to measure impact and successReflects the financial, quality and drivers of organisational performanceEnsures professional ethical, moral and legal standards have been carefully considered at all times

4. Quality and Risk Management

Strives to continuously improve the quality and safety of our services and actively involve and inform customers in the healthcare they receive.

Role Specific Tasks	Measures
<ul style="list-style-type: none">Drives a culture of continuous improvement practices within the organisation	<ul style="list-style-type: none">Leads and manages projects to improve clinical governance standardsDevelops tools, systems and processes to enable the review of current organisational practicesFosters a culture that embraces the review of work practices, which respectfully challenges ingrained organisational behaviourAdopts an innovative and proactive approach to problem solving

5. Professional Development & Research

Apply research-based evidence to deliver the highest level of care possible and facilitate the development, implementation and evaluation of effective clinical practices.

Role Specific Tasks	Measures
<ul style="list-style-type: none"> • Evaluate and accurately document data required to monitor outcomes and key performance indicators and meet evaluative requirements. 	<ul style="list-style-type: none"> • Ensures all professional registration and personal development requirements are maintained. • Ensure all mandatory training is undertaken within required timeframes. • Participation in a support and growth plan.

6. Workplace Health and Safety

Required to take reasonable care for their own safety and that of anyone else who could be affected by their actions.

Role Specific Tasks	Measures
<ul style="list-style-type: none"> • Maintain own health and safety in the workplace and adheres to policies and procedures. • Minimise exposure to incidents of infection/cross-infection of customers by adhering to the organisation's Infection Control policies and procedures 	<ul style="list-style-type: none"> • Appropriate reporting of any OH&S risks or concerns. • Actively encourage responsibility for own health, by modelling safe behaviours and practices. • Participate in Occupational Health & Safety (OHS) consultation and OHS training initiatives;

Organisational Relationships

Reports to: Director of Nursing

Supervises: Nil direct reports

Internal Contacts: All staff, customers, families

External Contacts: Members of the public, contractors, service providers

Required Education, Training, Knowledge and Experience

Essential:

- Tertiary qualifications as a Registered Nurse
- Minimum five years post graduate nursing experience
- High level written and verbal communication skills
- Able to work autonomously as part of a team, inspiring and engaging colleagues.

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Nursing
Date: April 2021