

<b>General Information</b>	
<b>Position title</b>	Community Services Clinical Specialist
<b>Enterprise Agreement / Modern Award</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024
<b>Classification</b>	Clinical Nurse Specialist
<b>Qualifications</b>	Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse
<b>Primary Location</b>	Warrnambool – This position may be required to work across organisational areas and locations dependent on operational requirements.
<b>Reports to</b>	General Manager – Community Services
<b>Direct Reports</b>	Support Advisors
<b>Key Internal Contacts</b>	All Lyndoch staff, consumers (clients), families
<b>Key External Contacts</b>	Members of the Public, Contractors, Suppliers, Health Professionals
<b>Infection Control Risk</b>	Category A - Direct patient contact
<b>Lyndoch Living Vision</b>	
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.	
<b>Our Values – ‘The Lyndoch Way’</b>	
Our Values represent how we conduct ourselves to support a positive workplace culture and achieve our strategic direction. Our Values are Respect, Care, Trust, Safety and Inclusion.	
<b>Position Overview</b>	
<p>The Community Services Clinical Specialist provides clinical oversight across the Community Services Division including Allied Health, Social Support Programs with specific focus on Home Care Packages and Living at Home to consumers. The primary objectives are to keep consumers: Well and independent in their own home; Safe in their own home; Connected to their community.</p> <p>The Community Services Clinical Specialist’s responsibilities include: understanding the high complex needs of the consumer and their goals, identifying and mitigating risks, developing tailored consumer-directed care plans, and coordinating care services to enhance our customer's quality of life by providing guidance to the Support Workers to ensure that the consumer meets their goals and maintain their independence.</p> <p>Specifically, the role provides clinical oversight for consumers with complex care needs from admission to departure, including review of admissions and care plans; review of clinical incidents; responding to, trending and managing high risk / high prevalence issues; responding to feedback from complex consumers; and auditing compliance against the Aged Care Standards.</p> <p>The role requires creative and innovative thinking, utilising the principles of positive community ageing to anticipate consumer needs, and an appropriate mix of support services that are integrated, co-ordinated and responsive to the individual.</p>	

Key Responsibilities and Key Performance Indicators (KPIs)	
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<p><u>Provide excellence in consumer care</u></p> <ul style="list-style-type: none"> <li>➤ Provide direct and indirect clinical care, including, but not limited to; clinical review of admissions of high complex care consumers, care plans and complex needs to ensure appropriate and time efficient care is provided to all consumers.</li> <li>➤ Collaborate and consult with consumers, their families and community as well as General Practitioners and other health professionals, to plan, implement and evaluate integrated care that optimises outcomes for consumers.</li> <li>➤ Monitoring, reporting and risk mitigation undertaken for clinical events, which include, but are not limited to; unintentional weight loss, falls, pressure injuries, antipsychotic usage and behaviours requiring support.</li> <li>➤ Facilitate the development and management of chronic disease within scope of practice and care requirements of other service providers.</li> <li>➤ Act as the key contact person and advocate for consumers in facilitating the identification of goals, development and implementation of their Consumer Directed Care Plan, with specific focus on health care needs</li> <li>➤ In partnership with the consumer and other care providers, provide health advice and direction, consistent with their tailored goal directed care plan.</li> <li>➤ Respond to consumer’s assessed individual needs and preferences within allocated budget</li> <li>➤ Provide education and feedback to consumers regarding positive aging, available services and support both within Home Care Package guidelines and beyond that may enhance the customer's quality of life</li> <li>➤ Ensure key components of service delivery including anticipating consumer needs, formally review consumer directed care plans and agreements, responding to acute service needs, and explaining use of consumer’s funds are completed as part of routine provision of care.</li> <li>➤ Ensure the needs of consumers’ carers are met by referring to services and supports, to ensure the sustainability of the carer role</li> <li>➤ Ensure that Support Advisors provide to consumers education about Home Care Packages including principles of delivery, included and excluded services and supports, budgeting and monthly package statements.</li> <li>➤ Provide clear, timely and relevant information and advice to consumers and other key stakeholders.</li> <li>➤ Maintain computer based and paper file documentation of assessments and care plans that meets medio legal standards, and provide an accurate clinical record of care.</li> </ul>	<p>100% of admissions for consumers with complex care needs Implemented are and co-signed</p> <p>100% compliance of currency for all care plans</p> <p>100% all clinical incidents for complex consumers are reviewed and actioned</p> <p>100% all feedback is reviewed and actioned</p> <p>100% of audits for complex consumer will be completed by the due date.</p> <p>Consumer experience survey results at least 6 monthly</p> <p>Ensure Support Advisors provide education to consumers regarding HCPs</p>

<ul style="list-style-type: none"> <li>➤ Maintain currency of skills and knowledge relevant to this position, including managing consumer with complex needs and consumers with special needs as identified in the Aged Care Standards and Disability Standards of care.</li> <li>➤ Liaise with referring agencies, ACAS, local health provider and community services to ensure developed consumer directed care plan would meet the consumer’s address.</li> <li>➤ Provide clinical leadership for the Support Advisor teams</li> <li>➤ Engage in reflective, interpretative and analytical practice and thinking-</li> <li>➤ Use information and/or evidence; and skilfully and empathetically communicate with all involved in the provision of care, including the consumers and their family, the community, and health professional colleagues.</li> <li>➤ The Clinical Specialist is responsible for the delegated care they provide and self-monitoring of their work.</li> <li>➤ Complete audits as allocated, monthly or as determined by the Manager</li> <li>➤ Complete quarterly consumer experience surveys to ensure consistent and effective</li> </ul>	
<p><u>Ensure compliance with all relevant standards and legislation</u></p> <ul style="list-style-type: none"> <li>➤ Develop / review, and implement policy and procedures linked to Aged Care and Disability Standards delivered within the Home Care Package Department</li> <li>➤ Attend to and monitor the entry of accurate documentation into electronic and other related systems, including audit processes.</li> <li>➤ Ensure compliance of department against the Aged Care and Disability Standards.</li> <li>➤ Adhere to the AHPRA Standards for Practice.</li> </ul>	<p>100% of Home Care and Linkages policies and procedures align with current legislation and are up to date.</p> <p>Maintain current AHPRA registration</p>

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<p><u>Quality Improvement and Risk Management</u></p> <ul style="list-style-type: none"> <li>➤ Maintain quality systems, including– infection control, safety of hazardous materials and handling/disposal of medical waste.</li> <li>➤ Complete and review all Clinical events - in line with industry benchmarks, including specific incidents and trending feedback.</li> <li>➤ Review all feedback related to high complex consumers</li> <li>➤ Completion of audits as directed by General Manager Community Services.</li> <li>➤ Complete Root Cause Analysis and Critical Thinking processes. Assist with Accreditation requirements to ensure ongoing compliance with the Aged Care Accreditation Standards.</li> <li>➤ Design, implement and evaluate clinical procedures in accordance with best practice and accreditation guidelines.</li> </ul>	<p>100% compliance with Infection Control processes</p> <p>100% of Incident reports followed up within 48 hours</p> <p>100% of Feedback reports followed up within 48 hours</p> <p>100% of feedback CLOSED within a month</p> <p>100% compliance with end of month data reporting</p>
<p><u>Actively participate in professional development in order to deliver best practice</u></p> <ul style="list-style-type: none"> <li>➤ Attend and actively participate in meetings, workshops, forums and other communication events, as delegated and report to division and other staff.</li> <li>➤ Responsible for and committed to ongoing continued professional development, pursuant with the national registration requirements, in order to expand their own level of professional competence.</li> <li>➤ Complete annual education modules, as allocated by the organisation</li> <li>➤ Annually complete the minimum hours for Continuing Professional Development (CPD), pursuant with the national registration requirements.</li> <li>➤ Complete annual education modules allocated by the organisation.</li> <li>➤ Participate, as directed, in the employee Support and Growth Plan.</li> </ul>	<p>CPD in accordance with AHPRA</p> <p>100% of Mandatory education modules completed annually</p> <p>Support and Growth Plan in place</p>
<p><u>Occupational Health &amp; Safety</u></p> <ul style="list-style-type: none"> <li>➤ Follow Lyndoch Living’s Health and safety polices, procedure, workplace instructions and conduct of conduct</li> <li>➤ Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions, whilst at work</li> <li>➤ Co-operate with your Manager/Supervisor in respect to actions taken by Lyndoch Living to comply with the requirements to provide a workplace that is safe and without risks to health</li> <li>➤ Correctly wear and maintain items of personal protective clothing and equipment that are provided</li> <li>➤ Immediately report any incidents within the workplace to your Manager/Supervision</li> <li>➤ Be familiar with and follow emergency procedures and directions</li> <li>➤ Participate in health and safety training programs as required</li> </ul>	<p>Zero workplace injuries</p> <p>100% compliance with PPE requirements</p>

<b>Organisational Values</b> <ul style="list-style-type: none"> <li>➤ All employees are expected to work in accordance with the organisational Values (Respect, Care, Trust, Safety, Inclusion)</li> <li>➤ Contribute to creating a culture that values the contributions of employees, consumers and other stakeholders</li> <li>➤ Role model the organisational Values</li> </ul>		Consumer satisfaction survey results  Employee Engagement Survey Results
Key Selection Criteria		
Qualifications	<ul style="list-style-type: none"> <li>➤ Bachelor of Nursing</li> <li>➤ Current registration with AHPRA as a Registered Nurse</li> </ul>	Essential
Previous experience	<ul style="list-style-type: none"> <li>➤ Demonstrated knowledge and experience (min 5 years) in Aged Care and/or Community Setting</li> </ul>	Essential
Skills and knowledge	<ul style="list-style-type: none"> <li>➤ Working knowledge of the Aged Care Standards and other standards as they related to in home services</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Sound communication, interpersonal and negotiating skills, including well-developed written and oral skills</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Developed leadership skills to foster team cohesion and support effective team management</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Demonstrated ability to work autonomously and in a collaborative team environment</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Demonstrated time management skills with prioritising delegated tasks</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Demonstrate ability to learn and educate staff and adjust program delivery to reflect changes</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Ability to approach difficult tasks and manage changing priorities appropriately</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ Demonstrated ability to ensure that a safe medication system is in place for all consumers</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>➤ A high level of understanding regarding the delivery of In home and sub-acute care delivery with a focus on Home Care Packages and Home and Community Aged Care</li> </ul>	Desirable

## Position Description



### Agreement

This position description is designed to reflect the inherent requirements and expectations of this position. The information and statements in this position description are intended to reflect a general overview of the responsibilities and not to be interpreted as being all-inclusive. Appointment to this position is conditional upon the successful candidate being fully able to perform the inherent requirements of this position.

Section 41 of the *Workplace Injury Rehabilitation and Compensation Act* (as amended), requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer of, which you are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment referred to above.

In relation to workers compensation, I understand that I may be ineligible to apply for WorkCover for any, reoccurrence, exacerbation, deterioration or aggravation to a pre-existing injury or disease.

I acknowledge that failure to disclose the information or provide false and misleading information may dis-entitle me to compensation, pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* (WorkCover) should I suffer any reoccurrence, aggravation, exacerbation, deterioration or deterioration of a pre-existing injury, illness or disease arising from employment with Lyndoch Living.

I have read and understood the requirements and expectations outlined in this Position Description. I agree I have the physical and cognitive ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the requirements and expectations of this position.

Name (Please print):

Signature:

Date:

### Authorisation

Authorised by (position title): Acting Chief Executive Officer

Review and authorisation date: June 2023