

POSITION DESCRIPTION

Position:	After Hours Clinical Coordinator		
Division:	Community Wellbeing and Partnerships	Level of Authority: <small>(as per BRHS Instrument of Delegation)</small>	Level 5
Department/Unit:	Maddocks Gardens		
Reports To:	Aged Care Manager		
Direct Reports:	Nil		
Enterprise Agreement:	Nurses and Midwives (Victorian Public Health Sector)(Single Interest Employers) Enterprise Agreement 2020-2024 <i>and subsequent agreements as may be approved in accordance with Fair Work legislation during the course of employment.</i>		
Salary Range:	After Hours Coordinator, Grade NM5B, Classification ZC6 \$122,163 per annum pro rata, plus superannuation in accordance with statutory regulations and extensive salary packaging options.		

BAIRNSDALE REGIONAL HEALTH SERVICE

Bairnsdale Regional Health Service (BRHS) is a multifaceted and growing regional health system providing a comprehensive array of health care services to the East Gippsland community. BRHS is driven by our mission to provide quality health and well-being services that deliver the best possible health outcomes to our community.

Three campuses in Bairnsdale provide opportunity for staff and students across a wide range of professional specialties including emergency, acute, sub-acute, maternity, residential aged care, allied health, community health, oral health, information technology, administration, finance and extensive support services. As the region's largest employer, BRHS is a magnet that attracts talented professionals to the region, and maintains a strong commitment to developing key strategic partnerships to enhance healthcare services in the region strengthening our community.

We maintain a strong commitment to understand the health service needs of the local population. Our fundamental commitment to partnering with our consumers through ongoing collaboration supports our delivery of great consumer experience and health outcomes.

BRHS is located on the lands of the Gunaikurnai people. Find out more about BRHS [here](#)

DEPARTMENT

Maddocks Gardens is a purpose built 90 bed complex combining BRHS high, low and respite care residential services. Sutherland Lodge is a 32 bed unit within Maddocks Gardens. The other Units are Blue Gum and Banksia.

Our aim is to allow residents to age within the facility in a friendly and relaxed environment promoting independence and quality of life. Residents with dementia, the frail aged with complex needs, and the Koori population are all specifically catered for. Low and High Care Residential Respite is an integral part of the service provision.

The multidisciplinary teams include Registered Nurses, Enrolled Nurses, PCAs, Diversional Therapists and Activities staff. They work collaboratively with GPs and Allied Health Professionals to provide residents with holistic, contemporary, best practice care.

POSITION OBJECTIVE

This position is directly responsible for overseeing the delivery of clinical care as set out in Standard 2 of the Aged Care standards for residents in Bluegum, Sutherland and the Banksia wing in Maddocks Gardens. The position will ensure that service provision is in conjunction with Aged Care Standards and achieves the organisations Vision, mission and values, through the planning and delivery of leading practice aged care services.

ORGANISATIONAL INFORMATION

Our mission:

To provide quality health and well-being services that deliver the best possible health outcomes to our community.

Our purpose:

To improve the lives of our patients, their families and our community.

Our principles of care

We are committed to providing the highest level of treatment to the people of East Gippsland, delivered with care and compassion for every individual, every time.

1. Quality

A quality service achieves positive outcomes. We are committed to finding the best possible solutions for our community's health challenges.

2. Integrity

We consistently adhere to principles of professionalism and follow through on our promises with care and accuracy. We can be relied upon and trusted.

3. Communication

We listen. Effective communication will help to ensure the best level of care is provided to patients, and clinical outcomes are optimised.

4. Kindness

Our people are our community; patients, carers, staff and volunteers. They are the heartbeat of our service. We treat each other with respect, empathy and compassion.

Our focus 2022-2026

1. Excellence in the care we provide
2. Investing in our people
3. Future proofing our resources
4. Collaboration for value generation

RESPONSIBILITIES & ACCOUNTABILITIES

Primary Responsibilities

- Ensure best practice nursing and residential care is delivered, promoting continuous improvement and continuity of personalised care by addressing all elements of access, entry, assessment, care planning, implementation of care, evaluation and promotion of lifestyle choices.
- Coaching and mentoring of clinical staff to achieve a holistic approach.
- Demonstrate clear leadership and a commitment to best practices, whilst upholding a culture of continuous improvement and excellence in clinical care.
- Co-ordinate and direct the nursing/carer cohort in the facility to provide best practice standard care.
- Relieve the Aged Care Manager during periods of leave.
- Plan and oversee the work completed by Afterhours Coordinators.
- Contribute to the ongoing review, planning and development of contemporary residential and nursing service including committee participation as delegated.
- Ensure all residents, relatives and friends, staff and visiting health professionals have avenues of feedback and proactively address areas of concern.
- Take a proactive role in leading and shaping the residential aged care services.
- Actively participate in quality improvement initiatives to ensure that Quality resident service is maintained with particular responsibility for Standard 1.
- Participate in research related to the Aged Care.
- Ensure the OH&S and EEO requirements of the organisation are observed in undertaking duties and take a proactive role to protect both residents and staff.
- Establish a culture of continuous quality improvement partnership of care with clients and their carer's and staff.
- Ensure that Maddocks Gardens is compliant with the Aged Care Accreditation Standards.
- Engage Maddocks Gardens staff in the provision and monitoring of quality residential care.
- Ensure that complaints and compliments of staff relatives, visitors and residents are addressed according to BRHS guidelines.
- Ensure assimilation, analysis, transmission and reporting of written and verbal information to achieve optimum outcomes for residents, relatives and staff.
- Ensure all documentation maximises resources and optimises resident care.
- Perform accurate, timely documentation of relevant information to objectively describe issues relating to client needs, action taken and evaluation of resident response.
- Provide professional leadership to the nursing/carer cohort of Maddocks Gardens.
- Undertake other duties as required by the Manager that are within the scope and skill consistent with the position.

Strategic Imperatives

- Demonstrate a good understanding of BRHS' strategic plan and assist in the development of the relevant work plan to link strategies and actions to achieve organisational goals.
- Play an active role in promoting the organisation's principles of care and model these in day to day practice.

Leadership and Management

- Actively participate in the BRHS Consumer Engagement strategy to ensure person-centred practice.
- Actively engage in and support the team to operate in a service delivery culture of contemporary practice and innovation.
- Build and maintain a cohesive team with clarity around goals and accountabilities and appropriate delegations.

- Ensure all direct reports are aware of their obligations and comply with current BRHS policies, procedures and guidelines.
- Provide constructive supervision, guidance and support to students and staff in your work area to foster a valuable learning environment.

Professional Development

- Undertake annual performance review and development appraisals for all direct reports in a timely and comprehensive manner in accordance with organisational standards.
- Maintain and further develop professional competencies and registration (if applicable) and undertake relevant professional development, continuing education and training.
- Ensure completion of mandatory competencies (both organizational and profession-specific).

Work Health and Safety

- Regularly monitor and review personal and team work practices and the environment to ensure a healthy and safe workplace for all team members in accordance with BRHS policies/procedures and legislative requirements.
- Have knowledge of Occupational Health and Safety, Equal Employment Opportunity, Emergency Management, Waste Management, Environmental Sustainability and Infection Control policies and legislation. Ensure direct reports have received sufficient training and information to ensure compliance.
- Proactively investigate report and as appropriate, address OH&S hazards, incidents and injuries within area of responsibility.

Quality and Risk Management

- Actively participate and contribute to quality Improvement activities, by identifying opportunities for improvement, receiving recommendations from direct reports and acting upon opportunities to improve processes, workplace health and safety, quality and service delivery outcomes.
- Have a good knowledge of the BRHS incident and complaint investigation policies to ensure feedback drives team improvements and ensure direct reports have received sufficient training and information to ensure compliance.
- Participate in the identification and management of risks applicable to work area.
- Adhere to all organisational policies and procedures.
- Ensure a good knowledge of policies relating to reportable conduct, child safe standards and hospital response to family violence.

Information and Resource Management

- Work confidentially in a range of client/corporate records systems and common software applications. Provide support and instruction to direct reports, as required.
- Take an active lead and support the Manager to ensure the department complies with record and information management requirements in accordance with relevant BRHS policies and guidelines.
- Prepare well-written documentation containing the necessary information to achieve its purpose and appropriate to service requirements.
- Monitor the accuracy and timeliness of data required to meet funding and policy requirements both personally and by direct reports.
- Monitor expenditure against budget and raise resource issues with Manager in a constructive and solution focussed manner.
- Adhere to BRHS human resource management practices to ensure appropriate staff selection, induction and deployment.
- Ensure information relating to patients/clients and colleague's is kept private and confidential at all times in accordance with BRHS policy and procedures and monitor compliance of direct reports.

Communication and Teamwork
<ul style="list-style-type: none"> • Prepare and actively participate in team meetings and other BRHS committees and work groups, as required by Manager and ensure direct reports receive timely, relevant and regular information. • Support the Manager to monitor individual performance, and provide timely and constructive feedback, as required. • Support direct reports to attend staff meetings and other meetings relevant to their role
Diversity and Inclusion
<ul style="list-style-type: none"> • Facilitate and promote an inclusive environment where all individuals are treated fairly, with respect and receive the same opportunities. • Actively participate in developing cultural competence of teams including an awareness, understanding and respect of the diverse range of cultures and backgrounds, including Aboriginal and Torres Strait Islander people, members of the LGBTIQ community and people with a disability. • Respect difference; value and strive for diversity in decision making, team makeup and service delivery. • Ensure team members receive required training and information to support an inclusive environment.

POSITION REQUIREMENTS

Position Requirements	
Satisfactory National Police Check (no older than 12 months) <i>Certificate must be provided prior to commencement.</i> <i>National Police Check is required to be renewed every 3 years at employee's expense.</i>	Required
Satisfactory Working with Children Check <i>Evidence of application must be provided prior to commencement.</i> <i>Working with Children Check is required to be renewed every 5 years at employee's expense.</i>	Required
Satisfactory Health Declaration (BRHS will provide documentation for completion) <i>Completed document must be provided prior to commencement.</i>	Required
Immunisation History (BRHS will provide documentation for completion) <i>Completed document must be provided prior to commencement.</i> <i>Participation in the annual influenza vaccination program by 15th August each year is a requirement.</i>	Required
Evidence of COVID-19 vaccination <i>Proof of full vaccination must be provided prior to commencement. (Eg Certificate from myGov record) in accordance with Department of Health guidelines</i>	Required
Evidence of Professional Registration	Required
Evidence of Professional Qualification	Required
Valid Victorian Driver's Licence	Not required
Valid Trade Licence	Not required
Undertake Health monitoring as per BRHS Cytotoxic Drugs & BCG Instillations policy). Mandatory to occur prior to commencement and when required during employment.	Not required
Typical Work Schedule	
<p>This position is worked as required across 7 days per week This position is worked as required on public holidays Availability to work a variety of shifts is required.</p>	

KEY SELECTION CRITERIA

Bairnsdale Regional Health Service is an equal opportunity employer. Our four “principles of care” guide us to assist achieve our mission, purpose and goals. Selection will be based on assessing demonstrated alignment with the skills, qualifications, knowledge, principles of care and other personal qualities required to carry out the role effectively.

Qualifications and Experience

- Current AHPRA registration as a Registered Nurse
- Minimum two years’ nursing experience in Aged Care
- Experience managing a multidisciplinary health care team

Skills, Knowledge and Attributes

1. Advanced clinical assessment and care planning skills
2. Competence in Basic Life Support and management of clinical emergency situations
3. Demonstrated ability to effectively lead and manage a multidisciplinary health care team
4. Demonstrated excellent communication and customer service skills
5. Well-developed organisational skills with the ability to successfully prioritise tasks
6. Proven understanding of accreditation standards, the Aged Care Act, ACFI and continuous improvement
7. A sound understanding of key elements of OH&S and risk management and how they relate to Aged Care nursing
8. Passion and commitment in aged care and providing a premium standard of care to the elderly
9. Knowledge of electronic care planning is desirable
10. Proven conflict resolution skills with ability to influence positive change

JOB DEMANDS CHECKLIST

Bairnsdale Regional Health Service endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			X		
Standing	Remain standing to perform tasks				X	
Walking	Periods of walking required to perform tasks				X	
Bending	Forward bending from waist to perform tasks			X		
Kneeling	Remaining in a kneeling position to perform tasks			X		
Lifting/Carrying	Light lifting and carrying				X	
	Moderate lifting and carrying				X	
	Assisted lifting (mechanical, equipment, person assist)				X	
Climbing, Working at Heights	Ascending and descending ladders, stools, scaffolding					X
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs and floor cleaning equipment			X		
Reaching	Arms fully extended forward or raised above shoulder			X		
Crouching	Adopting a crouching posture to perform tasks		X			
Foot Movement	Use of leg and/or foot to operate machinery					X
Head Postures	Holding head in a position other than neutral (facing forward)					X
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding			X		
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands			X		
Driving	Operating a motor powered vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.					X

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Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. E.g. Emergency or grief situations			X		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, and arguing. E.g. Drug/alcohol, dementia, mental illness		X			
Exposure to Distressing Situations	E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		X			
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					X
Noise	Environmental/background noise necessitates people raising their voice to be heard					X
Biological Hazards	E.g. Exposure to body fluids, bacteria, infectious diseases requiring PPE		X			
Cytotoxic Materials	Handling and/or preparation of cytotoxic materials		X			
Radiation	Working with radiologic equipment					X

AUTHORISATION

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

X

Employee
Date

X

Employee Name (Printed)

Bairnsdale Regional Health Service is a smoke free workplace

DOCUMENT CONTROL

Bairnsdale Regional Health Services reserves the right to review and amend this document at its discretion.

Reviewed by Manager:	Date: 26/09/2023	Updated: <input checked="" type="checkbox"/>	No Update required: <input type="checkbox"/>
Approved by General Manager/Executive:	Date:	Name:	

People & Culture Office Use: Template Version 34