

## POSITION DESCRIPTION

<b>Position Title</b>	Residential In Reach Team Lead
<b>Directorate</b>	Community Executive
<b>Manager</b>	Manager @Home Services
<b>Direct Reports</b>	Yes
<b>Enterprise Agreement</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
<b>Classification</b>	As per EBA
<b>Employment Status</b>	Refer to contract of employment
<b>Hours of work</b>	Refer to contract of employment
<b>Amendment Date</b>	March 2024
<b>Our Organisation</b>	
<p>Dhelkaya Health is a new health service on Dja Dja Wurrung country; it is the coming together of Castlemaine Health, Maldon Hospital and CHIRP Community Health.</p> <p>Dhelkaya Health is shaping a better health system for the people of Mount Alexander Shire and beyond, while staying true and local in everything it does.</p> <p>Dhelkaya Health delivers a diverse range of inpatient, outpatient, aged care, community health and outreach services to Mount Alexander Shire. It also delivers assessment, rehabilitation and allied health services to neighbouring shires. Dhelkaya Health is committed to the quality, accessibility and sustainability of acute, aged and community-based healthcare, and family and housing services.</p> <p>Dhelkaya Health has campuses in Castlemaine and Maldon.</p>	
<b>Position Overview</b>	
<p>The Dhelkaya @Home Program is a new service that has been established to lead and coordinate care options for patients to receive appropriate levels of clinical care within their own homes, when safe to do so.</p> <p>The Residential In Reach (RiR) program will operate across public and private aged care facilities within the Mt Alexander and Macedon Ranges Shire across 7 days a week. It will work closely with the Residential Aged Care facilities (RACFs), General Practitioners (GP) and other community health teams to offer timely and effective care for older persons. Residents and their carers will be supported to access suitable @Home services that support resident wishes and program goals. With a focus on quality multi-disciplinary care provision based on the resident need and individual care planning, the ultimate aim is to offer an alternative to hospital-based care with care in the home or place of residence.</p> <p>The RiR Team Lead is a leadership position that will provide operational and clinical leadership to the RACFs staff, @Home Program and RiR Coordinators and other relevant Dhelkaya health programs to ensure high quality delivery of evidence-based care to residents, providing early intervention for acute illnesses associated with chronic disease and aging. The RiR Team Lead will manage day to day clinical operations including coordination of RACF work runs, allocation of workload and support with managing demand and act as a contact and liaison person for RACF staff. The RiR Team Lead will manage a clinical caseload for the RiR program directly providing triage advice, specialist</p>	

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assessment and implement clinical management of residents of RACFs in order to prevent avoidable presentations for acute and emergency care.

The RiR Team Lead will play an active role across all phases of care to support establishment and implementation of individualised care plan, ongoing review, transition and discharge planning. They will hold a key role in recognising and responding to the acute deterioration of residents plus supporting transition of residents from the RiR Programs.

The RiR Team lead advocates for optimal health outcomes, promoting health and providing health education and working with other health care providers to ensure coordinated care for residents working collaboratively in partnerships with the RACF, GP and other health care providers.

### Specific Accountabilities

#### Client Assessment and Clinical Care

- Establish, monitor and lead the implementation of effective triage, intake and comprehensive assessments for RACF residents who are experiencing medical issues which may lead to an Emergency Department presentation.
- Provide specialist interventions for RACF residents referred to the RiR Service, by phone, telehealth and face to face within the RACF or community setting, the Emergency Department, inpatient units or other venue as required.
- Support and lead effective care planning, coordination and development of person-centred goal plans and treatment for RACF residents referred for RiR.
- Ensure the development of person-centred goal plans that identify mutually agreed responsibilities, tasks, time frames and anticipated outcomes.
- Actively support the development of systems and care pathways that enable discharge of RACF residents from within ED or Urgent Care and ensure follow up to minimise future representations where appropriate.
- Ability to detect and respond to acute deterioration utilising acute nursing assessment skills and implementing the appropriate clinical care pathways for those consumers in the @Home Programs.
- Provide expert clinical advice to RACF staff, patients, carers and other health care professionals within the defined speciality.
- Support Advance Care Planning to occur in RACF's
- Provide expert clinical advice to RACF staff, patients, carers and other health care professionals within the defined speciality working closely with other community programs including District Nursing, TCP and Outpatient Rehabilitation.
- Well-developed interpersonal communication skills to support establishment and maintenance of positive and productive working relationships to ensure continuity of care for clients
- Actively support service provision more broadly across the organisation as required or directed by @Home Program Manager and Coordinators.
- Actively participate in case conferences, team meetings and other organisational meetings as directed when required.

#### Reporting, Quality and Sustainability

- Provision of high-quality person centred and evidence informed care to RACF residents in the most appropriate setting
- Monitor and ensure activity targets are met.

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- Maintain timely statistical data and documentation of all patient contact and clinical support activity in compliance with Dhelkaya Health Documentation policy and meets medico-legal requirements
- Demonstrate a commitment to continuous improvement by participating in relevant learning opportunities
- Actively participate in regular supervision, the annual staff performance review and professional development activities
- Report effectively to the @Home Programs Services Manager all clinical and non-clinical concerns
- Manage and report risk and actively work toward implementing risk reduction strategies
- Demonstrate knowledge and commitment towards quality improvement activities and actively participate in departmental accreditation processes
- Maintain the Australian Nurses and Midwifery Board (ANMB) Registration requirements as a Registered Nurse
- Support student placement programs by providing student supervision and facilitating a positive learning environment

### Leadership and Culture

- Coordinate the day to day operation of the RiR service, including 7 day a week rostering, managing planned and unplanned absences, monitoring of staff movement and safety, coordinating and leading as directed relevant team meetings and case conference and escalating issues as needed to the Program Manager @Home Services.
- Provide strong leadership to build and maintain optimal performing @ Home Programs over a 7-day week through role modelling that supports teamwork and enables problem solving and critical thinking skills.
- Actively participate in the promotion of a positive, supportive and engaging team culture
- Maintain solution-focussed approaches to the resolution of issues and displays positive role modelling
- Perform any other duties as required commensurate with the position classification and the employee's skills, knowledge, experience and qualifications, which may include provision of nursing services to other clinical areas within Dhelkaya Health as directed by the manager.
- Actively participate in team meetings and other organisational committees where required

### Education, Learning and Improvement

- Provide clinical supervision to staff.
- Participate in regular internal, external and self-directed professional development opportunities to keep up with current developments
- Actively seek and maintain professional networks to support best clinical and professional practice
- Participate in clinical supervision programs within Dhelkaya Health
- Support student placement programs by being responsible for student supervision and facilitating a positive and safe learning environment

### Organisational Accountabilities

#### Confidentiality

All staff members must comply with the principles of confidentiality relating to patients, residents, clients and other staff members.

#### Infection Control

## POSITION DESCRIPTION

All staff members are responsible for minimising the risk of patients, residents, clients, visitors and other staff members acquiring or being exposed to infections arising from activities within the health care environment. Staff members are to support risk management strategies by adhering to relevant Infection Control Guidelines.

### **No-Smoking Policy**

To ensure a healthy and safe work environment for staff, volunteers, patients, residents, clients and visitors, smoking is not permitted on health service grounds, in buildings and offices or in any vehicle.

### **Occupational Health & Safety**

All staff members have the right to a safe working environment and should advise their direct line manager of any risk or condition likely to result in accident or injury. All staff members have the responsibility to take reasonable care of their own health and safety, to co-operate with OH&S policies, and to participate in appropriate safety education and evaluation activities.

### **Organisational Values**

All staff members must demonstrate and uphold their health service's vision, mission and values. This includes accepting accountability and responsibility for their actions, demonstrating a commitment to ongoing education and professional development, and working within current scope of practice.

### **Pre-Employment Security Screening**

All staff members must obtain and/or maintain a current and satisfactory National Police Check for the duration of employment. A Working with Children Check and Disability Worker Exclusion Scheme check may also be required for particular positions.

### **Quality Improvement**

Staff members are required to participate in Continuous Quality Improvement programs to encourage excellence of care and ensure effective and safe use of resources. Staff members have a role and responsibility in identifying opportunities for improvement and implementing strategies to do so.

Our Health Services are committed to providing an environment that promotes quality learning and further education. Where relevant, staff are required to contribute to the planning and delivery of further education placements, participate in appropriate staff development, training and education opportunities and share knowledge with other staff members.

All staff members are required to participate in regular formal and informal performance review meetings.

### **Risk Management**

All staff members have a duty to take a proactive role in contributing to the identification, management and reporting of risks, including near misses and hazards. Staff members who identify a risk are required to take first line action to minimise the risk and to then report it to their direct line manager for further management. All staff members are required to report any incidents that occur during the course of their duties.

### **Workplace Behaviour and Codes of Conduct**

- All staff members are required to carry out lawful and reasonable directions as outlined in this position description or as delegated to them
- All staff members are required to comply with the legal requirements associated with general employment and those specific to their qualifications and area of work
- Where required, staff members must abide by professional standards and codes of conduct and ethics issued by the professional association relevant to their discipline
- All staff members are required to demonstrate behaviours that are consistent with their health service's Codes of Conduct and the Code of Conduct for Victorian Public Sector Employees.

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- All staff members have the right to equal opportunity and a work environment free from any form of workplace harassment and bullying. All staff members must adhere to their health service’s policies in this regard and participate in education and training
- All staff members must demonstrate an understanding of appropriate behaviours when engaging with children in line with their health service’s child safety policies and codes of conduct.

### Key Selection Criteria

#### Qualifications and Experience:

- Bachelor of Nursing with current AHPRA registration.
- Minimum of 7 years’ experience working professionally in a relevant clinical area.
- Current valid drivers’ licence.

#### Essential:

- Significant experience working in residential aged care settings
- Relevant clinical and leadership experience in a clinical or community services setting.
- Knowledge of current trends in health service provision, policy and funding.
- Excellent organisational skills with a proven ability to manage multiple tasks and work to deadlines.
- Demonstrated experience in setting up and working in new programs in an environment of organisational change.
- Demonstrated ability to establish and maintain effective relationships across all levels through the use of high level interpersonal and communication skills.
- Demonstrated ability to work independently and exercise initiative, innovation and creative solutions
- Demonstrated ability to lead effective programs that support broader organisational objectives and meet community needs

#### Desirable

- Post graduate qualifications in a relevant area.

#### Diversity and Inclusion

Our health service values diversity and inclusion and fostering a workforce that is welcoming of all individuals. Staff members are required to have an awareness of inclusive practice principles as they relate to vulnerable community groups.

#### Health and Wellbeing

Our health service has a strong commitment to staff wellbeing and supports the professional growth and accountability of all staff through organisational supervision and a multidisciplinary team approach.

#### Innovation

Staff members recognise that innovation contributes to the successful delivery of contemporary health services to the community. All staff members are encouraged to demonstrate innovation through exploring ideas that solve problems and create solutions.

#### Montessori Model of Care

## POSITION DESCRIPTION

Our health service has implemented the Montessori approach as a model of care which focuses on the persons' abilities, capturing their interest and showing respect. It supports people to stay as independent as possible through involvement in meaningful roles and activities.

### Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how health services provide care to patients, residents, clients and interact with other customers, including staff, volunteers and visitors. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff of our health services are required to adhere to these principles.

### Social Model of Health

Where programs and services operate within the Social Model of Health, an understanding of the social determinants of health will be incorporated in the planning and delivery of programs and services. Staff members will engage and partner with clients and communities to achieve optimal health outcomes.

### Other

- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- This Position Description may be amended and activities added or removed as the need arises. Any such amendments will be made in consultation with the relevant staff member/s.

### Employee Acceptance

I acknowledge that:

- I have read and understood the requirements of the position as outlined in the Position Description.
- I possess the necessary skills, knowledge, experience and abilities to successfully perform in this position

Name (print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date:                    /            /