

Position:	Clinical Care Coordinator
Classification:	Nurses Award - Registered Nurse Level 3
Hours:	21 hours per week
Responsible to:	Manager Aged Services

Canterbury City Community Centre (4Cs) has been delivering services to residents of the Canterbury Bankstown and Inner West Local Government Areas since 1972. With its origins as a locally based neighbourhood centre promoting community development and capacity building it is also now a leading local provider of Aged Services under the Commonwealth Home Support Program (CHSP) and Home Care Packages Program.

The 4Cs is an Approved Aged Care Provider, Public Benevolent Institution, a NSW Incorporated Association and a Registered Charity. It employs over 50 staff, 80+ Volunteers and delivers services out of 2 sites in Lakemba and an Administration hub in Belmore.

Reporting & Organisational Context

As a member of the 4Cs Aged Services Division, the Clinical Care Coordinator will guide and enhance the governance and operation of clinical care at the 4Cs.

The Role

The Clinical Care Coordinator is responsible for client clinical care, assessment and review, ongoing clinical support, oversight and supervision of clinical practice. The Clinical Care Coordinator will also provide Care Management for selected high level clients. They are responsible for ensuring that their role is performed in such a way as to both meet the requirements of the client and the relevant standards, policies and procedures of Canterbury City Community Centre.

Our Policy Commitment

Canterbury City Community Centre is committed to providing aged care services which consistently meet clients and their representatives' needs and expectations and providing a program of health care and support services that ensure optimal quality of life. We believe that success is achieved by:

- Providing quality care to clients.
- Being flexible and responding to our clients changing needs.
- Training and motivation
- Adherence to documented processes.
- Receiving and responding to feedback and complaints in a positive and proactive manner.
- Practising the principles of open disclosure.
- Investigation of system weaknesses, recording any deficiencies.
- Implementation of effective corrective action; and

- Continuous improvement

Responsibilities

Canterbury City Community Centre provides a range of services to support older people to remain independent and to maintain their quality of life. Flexible and respectful services enhance quality of life and can prevent and delay admission into residential care. Our clients have a real say in how their services are delivered. Clients are actively involved in determining their needs, how they will be met and whether they are satisfied with the standard of services provided.

Primary Tasks

These will differ from client to client and can include but are not limited to:

- Ensuring that appropriate means are used to enable the client to understand and be understood.
- Maintaining and implementing a Clinical Governance framework.
- Attending both aged care team, case conferences and clinical care related meetings.
- Provide clinical support to 4Cs Staff and Carers to assist them to successfully fulfil their roles.
- Providing direct nursing services to clients where deemed necessary.
- Completing RN assessments using validated assessment tools as required.
- Together with the Care Coordinators, assess, review and plan care for clients with high level needs.
- Maintaining knowledge of industry best practice.
- Making clinical referrals to external providers.
- Managing high impact and high prevalence risks including but not limited to falls risks, dementia, hydration & nutrition, choking, pain management and sensory loss.
- Maintaining and implementing Medication Management policies and procedures.
- Maintaining and implementing Infection Prevention and Control policies and procedures.
- Maintaining and implementing Clinical information systems.
- Together with the Care Coordinators, plan for end of life and palliative care.
- Providing clinical education and guidance to staff, clients and/or representatives.
- Responding to acute deterioration and health changes.
- Liaising with potential clients and or their representatives and arranging necessary referrals and external assessments.
- Provide Care management services to select high level clients as needed.

Other Tasks:

Contribute to and actively ensure a quality service is delivered by:

- Being collaborative and cooperative.
- Acknowledging and respecting the client and their families' lifestyle choices, cultural, linguistic, and religious preferences.
- Conducting tasks in a way that maximises control and choice for the client.
- Having the flexibility to alter tasks to accommodate the changing needs and circumstances of the client.

- Where possible work in partnership with the client to enable them to be as independent as possible.
- Providing the service within the agreed timeframes.
- Reporting client or representative dissatisfaction and complaints in the appropriate format.
- Takes reasonable care to protect the health and safety of self, fellow staff, and others in the workplace.
- Reporting any identified risks and incidents in the appropriate format; and
- Operating within your scope of practice.

Ensure appropriate relationships with clients and their families are supported by:

- Adhering to Canterbury Community Centre model of care, code of conduct and relevant policies and procedures.
- Respecting and maintaining client privacy and confidentiality.
- Raising and discussing any concerns in a constructive and respectful manner.
- Being honest with clients when mistakes are made and taking responsibility for our actions.

Knowledge, Skills and Experience

Essential Criteria:

- Formal tertiary qualification e.g. Bachelor of Nursing or equivalent and hold current AHPRA registration as a registered nurse
- At least 3 years experience working within the Aged Care Sector
- Knowledge of the new Strengthened Aged Care Quality Standards and Support at Home Program
- Possess a working knowledge of the Serious Incident management and reporting (SIRS)
- Be able to provide effective clinical guidance and support to the Canterbury City Community Centre team.
- Possess a knowledge of the diverse physical, social, emotional, and cultural needs of older persons living in the community.
- A sincere approach, showing empathy and sensitivity towards the needs of ageing persons.
- Ability to assess client care, clinical needs and cultural needs and design and implement individual support and care plans to support our clients to remain in their home consistent with policy and legislative frameworks.
- Strong client service skills and a commitment to providing quality services and implementing continuous improvement.
- Conform to relevant policies, procedures and industry-based compliance measures.
- Understanding how to manage reporting suspected abuse or neglect of clients; and
- Hold and maintain a current Drivers Licence and reliable vehicle

Desirable Criteria:

- Ability to manage multi tasks concurrently and be flexible in dealing with changing priorities.
- Highly developed interpersonal and communication skills and an ability to deal with conflict constructively.
- Have completed or are undertaking a case management competency training.
- Ability to be self-directed and self-motivated with strong forward planning and organisation skills.
- Demonstrated ability to work both independently and within a team recognising when matters require referral to other appropriate personnels.
- Have a knowledge of the diverse physical, social, emotional, and cultural needs of older persons living in the community.
- Highly developed computer and record keeping skills appropriate to the position including working with records and information management in an electronic environment.
- Ability to adapt to organisational change.

X

Employee's Signature

X

Date

X

Managers's Signature

X

Date