

POSITION DESCRIPTION



Position Title:	Clinical Manager (CM)
Award:	Hobart District Nursing Service Inc. Nurses Agreement 2017
Classification:	Registered Nurse Level 4
Reporting to:	Director of Care
Date Approved:	27 July 2020
Approved By:	Chief Executive Officer

ORGANISATIONAL PURPOSE

The District Nurses has been delivering in home community health care to Tasmanians for over 120 years maintaining a primary healthcare focus in all our services.

We are a not for profit, charitable organisation that is not affiliated with any residential age care service or religious organisation.

Our Purpose “Committed to Care” reflects our overarching intent which is to provide the right care to the right client at the right time in a manner which is consultative and inclusive of all our clients, their families and carers.

Our services utilise a wellness approach which builds on the strengths and capacities, abilities and goals of clients and places emphasis on the supports necessary to regain or retain these abilities.

Our services aim to maximise client independence and autonomy and also maintain or improve health and wellbeing.

The District Nurses (TDN) deliver services through the Commonwealth Home Support Program (CHSP) and Home Care Packages Program (HCP), the Home and Community Care Program (HACC), The Department of Veterans Affairs (DVA) Nursing and Home Care, The NDIS program, and a number of private brokerage contracts.

OUR VISION AND VALUES

Our vision is to be Tasmania’s most trusted community healthcare provider.

We adhere to the following values in our day to day operations:

- Commitment
- Equality
- Trust
- Versatility
- Excellence
- Transparency

POSITION OBJECTIVES

In collaboration with the Director of Care, provide positive, respectful leadership and strategic direction to clinical services team.

To develop, co-ordinate, administer and support the delivery of consumer centred model of clinical care in accordance within the TDN mission and values.

KEY RESPONSIBILITIES

Leadership

- The Clinical Manager is responsible for the management of nursing and allied health services in accordance with relevant legislation, standards and guidelines.
- Provide oversight to nursing and allied health to ensure best practice clinical care within the community, clinic and day programs.
- Responsible for providing leadership and direction to Specialty CNM's, allied health and community nurses to ensure operational plans are implemented and targets met, while driving continuous improvement.
- Support the Director of Care to lead any identified organisational change management strategies to ensure the organisational culture is consumer focused and meeting best practice standards

Consumer Rights

- Generate and maintain a trusting relationship with consumers which includes protecting confidentiality, privacy, individual choice and decision making.
- Adopt a consumer focused practice, ensuring diversity and equity in service delivery, accommodating any special, cultural or linguistic needs that have been identified.
- Assist consumers to achieve maximum independence by meeting needs including personal, emotional, psychological, cultural and spiritual.

Information and Consultation

- Coordinate and manage assessment and reassessment procedures ensuring that consumer service plans are established and reviewed in collaboration with the consumer, families and care deliverers.
- Ensure that consumers are informed of their rights and responsibilities, and service options, and to implement any changes in their service plan.
- Monitor reported consumer incidents daily and ensure timely, proactive and well documented response to identified issues
- Facilitate consumer feedback.
- Provide leadership in applying health literacy principles to the review and development of consumer related resources and information for use by the clinical services team.

Efficient and Effective Management

- Manage the service delivery within allocated resources.
- Ensure that quality activities are conducted to determine the effectiveness and efficiencies of services.
- Monitor staff performance through performance appraisal systems.
- Ensure that training needs are identified, and education strategies implemented.
- Contribute to TDN planning, quality activities, risk minimisation and change management as directed by the Director of Care.
- Manage and support clinical staff in their allocated portfolio roles.
- Maintain a fair and equitable roster system for clinical staff.
- Provide specialist advice on clinical issues.
- Provide input into the development and review of clinical procedures and promote and environment of best practice.

Coordinated, Planned and Reliable Service Delivery

- Ensure that case management and care coordination are planned and delivered in response to an assessed need and within allocated resources.
- Ensure clinical services incorporate an agreed case management model.
- Improve the integration of TDN into the broader Primary health care network through increased connectivity (through improved communication, information sharing and coordination of care) with GP's, other home care and primary care providers and the acute care system.
- Ensure clinical services are 'client centric' and are responsive to changing needs.
- Facilitate a multidisciplinary approach to service delivery.
- In consultation with the Risk and Quality Manager, identify and coordinate relevant quality activities to assess service delivery.

Complaints and Disputes

- Ensure that consumers have access to fair and equitable procedures for dealing with complaints and disputes.
- Ensure that complaints received are managed in accordance with TDN policies and procedures and recorded utilising complaints management system.
- Through trend analysis, identify and investigate corrective action for any identified issues.
- Support staff in conflict resolution to facilitate early intervention and to minimise distress to the consumers needing to make a complaint.

Advocacy

- Support clinical staff in their identification of client advocacy needs and to incorporate appropriate referrals.

OTHER RESPONSIBILITIES

Communication

- Communicate effectively and appropriately with Team Leaders, Executive and staff, maintaining open lines of communication and respecting the chain of command.
- Communicate effectively and appropriately with consumers, their family, friends and associated professional workers by using the most appropriate strategies, responding in a timely manner, respecting privacy, following the consumer's wishes, referring on where appropriate and assisting with complaints.

Administration

- Be familiar with and comply with organisation policies and procedures.
- Ensure relevant information is recorded and maintained.
- Ensure security, privacy and confidentiality of all records.
- Contribute to relevant committees as directed by the DOC.

Organisational Development and Quality Improvement

- Support and contribute to the continuous improvement processes
- Be supportive of the Organisation's strategic direction, and development of the organisations safety culture and provide input when requested.
- Coordinate the clinical team Continuous Quality Improvement Plan annually.
- Actively participate in the quality review process in accordance with the National Aged Care Quality Standards.

Team Responsibilities

- Contribute to the team by sharing information, working co-operatively and supporting colleagues to achieve team and organisational goals.
- Support the ongoing development of team members to ensure their behaviours are aligned with the mission and values of the organisation.
- Manage behaviours that are not aligned to the mission and values of the organisation

- The CM will also provide leave cover to Specialty CNMs as required.

KEY BEHAVIOUR REQUIREMENTS

All TDN employees must abide by the TDN *Code of Conduct*. In addition to this, employees will undertake their duties in a manner that supports the Organisation's mission and values through demonstrating:

- **Integrity:** Honesty, open and transparent, admit mistakes, maintain confidentiality, fairness, builds trust
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** understands roles, uses resources wisely, delivers on time, timely decision making, achieves goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives, provides feedback, sensitivity and understanding, values difference and individual worth
- **Excellence:** supports creativity and innovation, proactive and solution focused, seeks out opportunities, embraces quality improvement, professionalism.

ORGANISATIONAL RELATIONSHIPS

Reports to: Director of Care
Supervises: Clinical Nurse Managers (EoLCSS, DVA Advisor), Community Nurses and Allied Health staff.

ESSENTIAL REQUIREMENTS

Evidence of the following must be provided prior to appoint to the position:

- National Police Conviction Check
- Working with Vulnerable People/Children Check
- Pre-employment Medical
- Current Australian driver's license
- Unrestricted registration with AHPRA

SELECTION CRITERIA

1. Minimum 5 years' experience in the management of a community services or similar health care setting
2. Possession of or working towards a tertiary qualification in management or relevant discipline.
3. Demonstrated ability to manage, develop and lead a professional team
4. Demonstrated knowledge and skill in contemporary Human Resource issues.
5. Demonstrated and highly developed communication and negotiation skills.
6. Proven knowledge of quality management systems, accreditation programs and development of a quality culture.
7. Demonstrated understanding of the Standards for Scope of Professional Practice.

8. Understanding the principles of Primary Health Care and Case Management.
9. Proven knowledge of legislative obligations for occupational health and safety (OHS) and how these impact on employment and service delivery.

Desirable

1. Familiarity with process re-engineering and managing change.
2. Working knowledge and experience using Client Administration System- Procura)

WORKING ENVIRONMENT

TDN is committed to providing the highest levels of healthcare and services, and values equity and diversity with a zero-tolerance policy on discrimination. We also value initiative, flexibility, creativity, teamwork, our code of conduct, workplace health and safety, performance management and development and the capacity to make a difference.

TDN is a smoke free environment with smoking also prohibited in our vehicles.

Safe Practice and Environment (SPE)

The primary responsibility for implementing safe work practises and maintaining a safe working environment lies with management. Employees also have responsibilities in regard to SPE. These include:

- Taking responsibility for one's own health and safety
- Looking out for the safety and welfare of your colleagues
- Follow safe work practises and use personal protective equipment (PPE)
- Comply with organisational SPE and Risk Management policies and procedures.
- Participate in SPE training
- Report hazards and accidents / injuries
- Support other Managers in their SPE responsibilities.

PHYSICAL REQUIREMENTS OF THE POSITION

Applicants must successfully complete an Occupational Health Assessment prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment.

The functional requirements of this position include:

Condition/Activity	constant	frequent	occasional	N/A
Manual handling – weights above 10kg			X	
Manual handling – weights below 10kg			X	
Manual handling frequency			X	
Repetitive manual work			X	
Working with arms above head				X
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection			X	
Wearing gloves (personal protective)			X	
Working in wet/slippery conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties		X		
Working on a keyboard		X		
Driving fleet vehicles (manual and automatic)			X	
Driving on suburban and rural roads, highways (sealed and unsealed roads)			X	
Driving at night				X
Wearing polyester clothing				X
Exposure to animals				X
Exposure to environments whereby people have been smoking				X

DECLARATION

In signing this declaration, I acknowledge that I, _____ have been advised of the requirements and conditions of this appointment based on this Position Description.

Signed: _____
Employee

Date: _____

Signed: _____
Manager

Date: _____