

Position Description | Clinical Team Leader

Position Title:	Clinical Team Leader
Department/ Division:	Residential Care
Reports To:	Deputy Director of Nursing and Director of Nursing
Direct Reports:	Registered Nurses / Enrolled Nurses / Care Worker
Industrial Instrument:	Southern Cross Care (Tasmania) Inc. Enterprise Agreement
Pay Classification:	Registered Nurse Level 2

Position Summary

The Clinical Team Leader is responsible for providing clinical support to residents. They work in conjunction with the Deputy Director of Nursing and Director of Nursing to ensure services delivered, meet legislative standards and requirements. Further, they ensure staff are supported to ensure care and services are delivered in line with organisational policy and procedure. The Clinical Team Leader ensures to promote and maintain the health and wellbeing of residents through the assessment, planning, implementation, and evaluation of nursing care in collaboration with residents, their representatives and other key stakeholders.

Key Responsibilities

The Clinical Team Leader will participate in the delivery of quality clinical care and individualised support in accordance with organisational policy and legislative requirements to ensure commendable governance. The Clinical Team Leader scope of responsibilities include and are not limited to:

Key Responsibilities

- Lead the team on shift ensuring adherence to their job responsibility through appropriate level of direct or indirect supervision maintaining the Organisation's expected standards of service delivery.
- Provide comprehensive, safe, evidence-based practice to facilitate optimal care; performing self-assessment of the scope of practice and competence related to assigned responsibilities.
- Demonstrate effective leadership in role modelling, performance counselling, performance & development review discussions, coaching and mentoring of the members of the workforce.
- Work effectively as a hands-on part of a skilled, creative, professional and compassionate team.
- Oversee the workforce and portray a good role model that will empower the team through learning, support and leadership contributing to the optimum quality care of the residents.
- Coordinate continuous improvement activities through regular conversation at the team meetings
- Oversee new staff induction and buddy champion program
- Participate in quality assurance and utilisation review activities as well as organisational risk management program through planning and implementing care initiatives centred on service improvements, driving positive changes within the services.

- Ensure the growth and sustainability of the service through diligence with the AN-ACC funding system, care planning and collaborative partnerships and referrals with relevant industry experts.
- All other duties as required by Southern Cross Care Tasmania

Professional Development:

- Maintain professional registration and advise of any changes to registration status.
- Engage in evidence-based review of related literature to ensure currency of practice in the area of Clinical Governance, Leadership and Management.
- Undertake continued skills and professional development activities in the areas of health, clinical care, and support of elderly people in line with AHPRA regulatory requirements.
- Commitment to maintaining compliance and completion of mandatory and practical training in line with the expectations of Aged Care Quality and Safety Commission.

Other:




- Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity.
- Maintain the customer service culture, and present professionally to all people at all times.
- Maintain and promote our reputation as a quality organisation.
- Communicates and interacts with all consumers in a dignified and respectful manner.
- Commitment to quality systems and continuous improvement.
- The provision of direction and guidance to the care team and other staff, ensuring tasks delegated correspond with their level of competence and that the highest standard of care is delivered.
- Practicing effective negotiation and conflict resolution practices in line with Organisational Policy and Process, addressing all relevant complaints appropriately
- Collaborate with health care team to inform policy and guideline development.

Key Performance Indicators

- **Quality of Care:** Monitor and ensure utmost quality of care is provided to residents by conducting regular reviews of care plans, documentation, and assessments. Work with relevant stakeholders to uphold the resident's choice and dignity, implement strategies to maintain consistency in the delivery of person-centered care and ensure adherence to best practices.
- **Compliance with Aged Care Standards:** Ensure that the workforce is guided to maintain compliance with relevant Aged Care Standards by conducting regular audits, implementing corrective actions, and monitoring ongoing compliance.
- **Incident Management:** Work with the DON and DDON to effectively manage incidents, hazards, and near misses by promptly investigating and taking appropriate actions to minimize the impact. Implement strategies to improve systems, work practices, and the working environment to ensure the safety and wellbeing of residents, staff and all other stakeholders.
- **Integrity of Documentation:** Uphold the expected standards on documentation requirements where it reflects the quality and reliability of the information contained in the documentation with efficiency and responsiveness in the process in addressing required elements and rectifying identified gaps to avoid compromising care to the residents.

- **Budget and Funding:** Monitor compliance with approved budget and initiate timely and appropriate corrective action in collaboration with the Deputy Director of Nursing and Director of Nursing. Assist with consistent and commendable outcomes for the Australian National Aged Care Classification funding model.
- **Culture and Organisational Brand:** Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with stakeholders.

Southern Cross Care Values

 <p>Compassion</p>	<ul style="list-style-type: none"> ▪ We respond willingly and positively to help meet the needs of those around us. ▪ We promote a sense of belonging and community. ▪ We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues, and the whole community.
 <p>Integrity</p>	<ul style="list-style-type: none"> ▪ We look for the good in all people and recognize the contribution of each individual as we work together. ▪ We demonstrate honesty and trustworthiness in all that we do. ▪ We are conscientious and ethical in our decision making and take responsibility for our own actions.
 <p>Respect</p>	<ul style="list-style-type: none"> ▪ We believe in the sanctity of life and that each life is unique and has special individual worth and dignity. ▪ We recognise and respect individuality and diversity. ▪ We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief, or economic circumstances. ▪ We manage our resources wisely to minimize the impact on the environment.

Selection Criteria

Essential	Desirable	Special Employment Conditions
<ul style="list-style-type: none"> ▪ A minimum of two years' experience in a professional capacity as a Registered Nurse ▪ Ability to work independently and as part of a team 	<ul style="list-style-type: none"> ▪ Knowledge of aged care legislative requirements and aged care accreditation processes ▪ Well-developed clinical assessment skills and commitment to best practice approaches to 	<ul style="list-style-type: none"> ▪ Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the Aged Care Act 1997

<ul style="list-style-type: none"> ▪ Excellent interpersonal and communication skills ▪ Excellent IT literacy and proficient in the use of IT equipment and software ▪ Effective time management, prioritization of tasks and ability to multitask. ▪ Excellent customer service skills 	<p>care delivery.</p> <ul style="list-style-type: none"> ▪ Understanding of the aged care funding instrument and associated processes or ability to obtain. ▪ Understanding of the needs and issues experienced by the frail elderly and their families. ▪ Ability to lead and guide assigned team members and work as a part of a larger team. ▪ Demonstrated understanding of continuous improvement principles or willingness to develop these skills 	<p>prior to commencement of employment</p> <ul style="list-style-type: none"> ▪ Must hold a valid registration to work with vulnerable people with a NDIS endorsement as this is a condition of registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy. ▪ Required to sign the organisation's Confidentiality Agreement
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Work Health and Safety Requirements and Continuous Improvement

Maintain a safe working environment and adopt safe work practices by:

- Ensuring awareness and prompt identification of WH&S risks and hazards.
- Maintaining a safe environment for all staff and care recipients.
- Reporting, rectifying (where possible) and documentation of incidents, risks and hazards that come to your attention in accordance with Southern Cross Care (Tasmania) Inc's WH&S Policy.
- Ensuring an awareness of and the implementation of correct fire and security safety procedures, and participation in fire and security drills as required.
- Ensuring personal work practices comply with the organisation's workplace health and safety policies and procedures.
- Ensuring all staff members perform safe manual handling practices.
- Recognition and responding appropriately to unsafe or unprofessional practices.
- The role of Fire Warden for assigned areas is attached to this position. Ensure full awareness of the responsibilities and requirements of this role.
- Ensuring that all equipment and supplies are used appropriately to complete duties efficiently and economically so as to minimise wastage and/or abuse.
- Practice appropriate infection control procedures.
- Administer and manage medication in accordance with best practice and Southern Cross Care (Tasmania) Inc's policy and procedure.

Authorisation

CEO/Manager Signature		Date	
Employee Signature		Date	