

Position Description

Title	Clinical Care Coordinator
Business Unit	Neurological Support Services
Location	Burwood East & Glen Waverley
Employment type	Ongoing and Full Time
Reports to	Clinical Operations Manager Neurological Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Clinical Care Coordinator leads a team of registered nurses providing high quality, person-centred and comprehensive professional health care to individuals with Huntington's disease, other complex neurological disorders and spinal cord injury living in a group community residential setting at Uniting Neurological Support Services (UNSS). UNSS operates across two sites, a 30 bed facility, comprising three separate houses, each accommodating 10 people, in Burwood East and a facility accommodating 6 people in Glen Waverley.

The position oversees the daily health care and support to consumers, delivered by nurses and disability support workers, in the context of empowering consumers to maintain their independence, exercise choice and control and maintain relationships in accordance with their individual person-centred plans.

The position is also involved in the development, implementation and review of individual consumer care plans and the implementation and review of consumer behaviour management plans.

Position Description

Clinical Care Coordinator

2. Scope

Budget: Nil

People: Registered Nurses

3. Relationships

Internal

- Executive and Senior Program Management
- Uniting employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services
- Consumers, their families and advocates

External

- Medical and allied health professionals providing support to consumers
 - Government funding bodies and contracting organisations e.g. National Disability Insurance Agency, Department of Health and Human services
 - NDIS Quality and Safeguards Commission
 - Advocacy Groups e.g. Huntington's Vic, MS Australia, Multiple Sclerosis Ltd
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4. Key responsibility areas

Service delivery

- Sensitively establish, maintain and adapt effective therapeutic partnerships with individuals with life-limiting illnesses, their caregivers and family according to individual needs, circumstances and preferences.
- Demonstrate respect for uniqueness and individual autonomy when responding to the individual's experiences and response to dying and bereavement.
- Provide assistance to individuals with Huntington's disease and other complex neurological disorders with daily living activities in a community based residential setting.
- Lead the care team and ensure that individual support needs of consumers are being addressed by the service.
- Ensure that at all times consumers are treated with respect in a manner that enhances their personal dignity and rights.
- Actively promote a home like environment that enhances the consumers' wellbeing and is welcoming to families, friends and others.
- Support the nursing team to deliver palliative care, clinical assessment and the management and administration of all scheduled and other medications required for this.
- Assist in the development and implementation of Nursing processes which reflect evidenced based, best practice.
- Support the nursing team to deliver direct and comprehensive professional health care to individuals with Huntington's disease, other complex neurological disorders and spinal cord injury in a community based residential setting.
- Ensure that the Administration and Management of resident medications is in accordance with the legal and ethical standards of the Disability Services Act, DHHS and DoHA Guidelines, Victorian Drugs, Poisons & Controlled Substances Act/Regulations 1981, Victorian Disability Services Practice Manual Medication Guidelines and UNSS Policy and Procedures.
- Ensure that Infection Control Standards are maintained.

Position Description

Clinical Care Coordinator

- Ensure immediate decision-making and appropriate action in the event of a **medical emergency**, e.g. choking, aspiration or injuries, and that ongoing monitoring, supervision and reporting is undertaken as appropriate to the situation.
- Ensure holistic Individual Care Plans are developed, maintained and regularly reviewed for each resident.
- Participate in the review and implementation of resident behaviour management plans.
- Verify death and carry out documented procedures required for this and notify the Clinical Operations Manager.
- Other duties as directed.

Communication

- Communicate with families as to the medical/health needs of the consumers after hours and as directed by the Clinical Operations Manager.
- Liaise with doctors and health professional staff regarding ongoing resident support with reference to changes in condition, behaviour, and/or swallowing difficulties, ensuring that information is disseminated to appropriate staff
- Make referrals to allied health and specialist services when required.

Documentation

- Ensure appropriate health documentation and records relating to consumers is maintained to a high standard and that medical and nursing care components in the Resident's Individual Care Plans are kept up to date.
- Maintain accurate security and accountability and overall management of the administration of resident medication according to the legal and ethical standards of the Disability Services Act, DHHS and DoHA Guidelines, Victorian Drugs, Poisons & Controlled Substances Act/Regulations 1981, Victorian Disability Services Practice Manual Medication Guidelines and NS Policy and Procedures.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

Position Description

Clinical Care Coordinator

- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Person specification

Qualifications

- Bachelor of Applied Science in Nursing or Certificate of General Nursing
- Current registration as a Division 1 Nurse with the Australian Health Practitioners Regulation Agency (AHPRA)
- Post Graduate qualifications in Palliative Care, Advanced Clinical Practice or Neurosciences are desirable but not essential

Experience

- Registered Nurse with a minimum of 5 years postgraduate experience and experience /understanding of complex clinical needs of consumers with complex and advanced neurological conditions such as Huntington's and MS.
- Advanced Clinical Skills such as Tracheostomy Care, Entereal Feeding and care of PEG/PEJ and care of Supra Pubic Catheters are desirable.
- Working knowledge of the NDIS and the interaction of the scheme with the Health sector is desirable but not essential.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Clinical Governance** – extensive clinical experience and a excellent understanding of contemporary clinical governance
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning multi-disciplinary teams aligned to organisational values and goals, particularly those related to consumer-centredness; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

Position Description

Clinical Care Coordinator

- **Teamwork:** cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group. Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Problem-solving** – proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		