The BlueCross Vision
A dynamic organisation, BlueCross is supported by a team of great staff, who are willing to challenge traditions. With a long history of embracing change, BlueCross’ progressive approach in the delivery of care is evident across all of our services.

At BlueCross, we believe our staff are our most important resource. Our staff engage with our clients, day in day out, to ensure a superior level of care for everyone.

BlueCross has developed the 4 ‘P’s which underpin decision making and expected behavior of all staff. They are:

1. People
   To develop and demonstrate strong leadership, motivation, support and resources, that results in empowered engaged employees

2. Performance
   To continually deliver to stakeholders a result that is more than what was planned for and expected

3. Principles
   To work with our values vision and mission and demonstrate these in our decision making and behaviours

4. Passion
   To have a passion for what we are doing and the ability for staff, residents and partners to spread that feeling throughout the organisation

BlueCross also utilises the STARFish principles of:

Choose your attitude Be there Make their day Have fun

to guide, not what we do, but how we do it. Through dedication to these principles by all staff, we are shaping the culture at BlueCross for how we deliver aged care services to residents and community clients.

1. Position Objective

The Clinical Care Coordinator (CCC) is responsible for providing leadership and coordination of all aspects of clinical care. They work with a team of Registered Nurses (RN’s), Endorsed Enrolled Nurses (EEN’s), Enrolled Nurses (EN’s), Personal Care Assistants (PCA’s), General Practitioners (GP’s), Allied Health professionals, residents and their families to deliver high quality clinical care and lifestyle services to residents of BlueCross.

The CCC uses their clinical expertise to coach, mentor and support clinical staff to deliver clinical care in accordance with BlueCross Policies, Procedures and processes.

This care will be delivered in a manner that:

- Is in accordance with your scope of practise and registration with the Nursing & Midwifery Board of Australia and Australian Health Practitioner Regulation Agency
- Is in accordance with the values, policies and procedures of BlueCross
- Is consistent with The STARFish Principles
• Strives to maintain and enhance resident's health and well-being, capabilities, independence, choice, privacy, dignity and safety
• Reflects current knowledge and best practice in clinical care and lifestyle service delivery
• Fosters best practice and effective performance by staff and an ongoing learning environment
• Ensures a safe working and living environment
• Is cost effective in operation
• Is always striving to improve the quality of service provided
• Fulfils BlueCross's duty of care, legal and professional practice responsibilities
• Ensures the Residence, grounds and equipment are maintained in a safe, comfortable and homelike manner
• Aligned with the Nursing & Midwifery Board of Australia Codes and Guidelines.

2. Organisational Relationships

Reports To: Residence Manager

Direct Reports: Team Leaders
Registered Nurses
Enrolled Nurses
Personal Care Attendants

Key Relationships: Residence Staff
Residents and their families /representatives
Department of Health and Ageing
Accreditation Agency
Central Service Personnel
ACFI Manager
ASSMs
Quality Support Managers
External service providers e.g.: Residents’ GP's, allied health professionals, pharmacist, maintenance contractors, suppliers of goods

3. Qualifications / Experience / Skills Required:

Essential

• Registered Nurse with minimum 5 years’ experience
• Experience in aged care, preferably in residential and / or community setting
• Clinical expertise in the management of common medical conditions
• Understanding / experience with the ACFI funding instrument
• Understanding of quality & risk management systems and the Aged Care Standards Framework
• High level computer literacy in Microsoft Office and Excel
• A commitment to the STARFish principles
• Is organised and can effectively manage responsibilities and own priorities and assist others in this
• Ability to mentor new Team Leaders
Excellent verbal and written communication skills
Ability to develop staff, foster teamwork and effectively work as a team member whilst providing leadership.

Desirable
Understanding of a person-centered philosophy
Advanced qualification in nursing – gerontology, rehabilitation, palliative care, advance care planning
Ability to facilitate meetings
Ability to manage to a budget and within delegated boundaries
Ability to identify, resolve and manage problems and resolve conflict situations effectively.

4. **Key Areas of Responsibility**

4.1 **Residents**

The CCC will provide leadership and ensure delivery of quality clinical and personal care that actively promotes a person-centered philosophy.

- Coordination of resident’s clinical care needs by:
  - Assessing new residents, including the review & development of care plans - particularly for new residents, residents returning from hospital and residents with complex needs including palliative care - in consultation with staff, the resident, the GP, allied health professionals, the family or an authorised representative
  - Supporting residents and their family regarding resident clinical care needs
  - Ensuring appropriate follow up / resolution of clinical issues, incidents and developing trends
  - Ensuring any clinical care needs are managed and communicated in a professional, accountable and timely manner

- Coordinate Resident of the Day (ROD) reviews as per guidelines
- Coordinate / participate in Person Centered Care (PCC) meetings and ensure all issues raised are acted upon according to guidelines
- Manage resident emergency situations, injuries and incidents according to BlueCross policies and procedures
- Coach, mentor and support clinical staff regarding resident care issues, and determine and implement appropriate clinical interventions / management strategies and evaluation of same
- Organise and liaise with external health care professionals related to resident needs
- Liaise, arrange and facilitate Aged Care Assessment Service assessments
- Oversee and monitor medication management at the residence and contribute to best practice opportunities by chairing the Residence’s Medication Advisory Committee and liaison with pharmacists
- Collaborate with ACFI Manager/ASSM/ACFI Champion to ensure ACFI claims and submissions to the Department of Health and Ageing (DoHA) are in accordance with organisational requirements
- Liaison with and facilitation of reviews by DoHA officers regarding ACFI validation visits in accordance with organisational requirements
- Actively participate in ACSAA support and accreditation visits and support mentor staff through this process and be responsible for ensuring compliance with Standard 2.
Measures to be monitored

- ROD reviews are completed as per schedule and guidelines
- PCC Meetings are completed as per schedule and guidelines
- Clinical Care Coordinator Monthly Report completed on time and accurately
- Accuracy, currency and completeness of residents clinical assessments
- Management of Clinical issues including incidents, falls, weights, wounds
- Clinical Care Audits show systems are monitored and changed if required
- Successful internal Peer or Support contact visits.

4.2 Staff

- Coordination and delegation of clinical and personal care needs appropriate to staff role
- Act as a mentor for new Team Leaders during the Orientation process and assist with the Orientation of new staff
- Support, coach and train staff to fulfill the responsibilities of their role
- Assist the Residence Manager with staff skills assessments and monitor and develop staff performance action plans
- Staff training, coaching and mentoring, and provide feedback to the staff – this includes the delivery of education sessions and the participation in the L&D Essentials training at the residence
- Monitor staff practices to ensure consistency with BlueCross Policy, address poor staff practices, communicate and report staff performance issues/concerns to Residence Manager in a timely manner
- Fosters empowerment and learning for staff whilst recognising the boundaries of roles, skills, competencies and professional practice
- Ensure environment is clean, tidy and conducive to resident comfort with appropriate light, noise, and temperature
- Foster team work and involvement of all departments in person-centered care
- Participation in monthly staff meetings, staff training and the STARFish principles
- Support staff to undertake activities as listed on a Return to Work plan
- Complete staff performance action plan of care staff as directed by Residence Manager.

Measures to be monitored

- Staff skills assessments undertaken
- Feedback from residents and staff
- Leadership displayed at the Residence regarding clinical care initiatives e.g. introduction of best practice activities
- Environment is clean and comfortable for the residents
- Cohesive, consultative team (evidence in PCC meetings).

4.3 External Service Providers

- Ensure external contractors comply with BlueCross’s criteria for service delivery.
4.4 Quality Management

- Actively promote and utilize the Action for Improvement system to initiate quality improvements
- Influence and support staff in Organisational projects/Quality initiatives
- Ensure timely follow-up of Resident Incidents, Comments / Compliments / Concerns and Infection Data including trend analysis
- Develop and implement appropriate short and/or long term strategies and actions to address these issues in liaison with the Residence/Regional Manager
- Conduct quality audits and surveys, as per the Quality Management System policies and procedures, as required and/or when requested
- Actively participate with Residence’s Continuous Improvement Plan, monitoring and reporting on progress to the Residence/Regional Manager
- Ensure compliance with company policies and procedures, including occupational health and safety.

Measures to be monitored

- Number of AFI’s raised in response to continuous improvement opportunities
- Risk Improvement Register (RIR) maintained accurately at all times with trending and analysis completed
- Infection Control Register maintained accurately at all times with trending and analysis completed
- Weight Tracking Register maintained accurately at all times with trending and analysis completed
- Quality Audits completed as per CQI Schedule accurately, thoroughly and corrective actions implemented.

4.5 Professional Practice

- Actively work to promote BlueCross in a positive manner at all times both internally and externally
- Actively maintains professional skills and knowledge in current practices in aged care applicable to the role
- Coordinates own personal and professional development plan in consultation with Residence Manager
- Presents professionally, as appropriate for the occasion
- Ability to work independently, maintain accountability and demonstrate a consultative approach.

Measures to be monitored

- Attendance at education sessions, conferences, short-courses
- Completion of own personal development plan.

4.6 Other Managerial Responsibilities

- Relieve Residence Manager during short periods of leave if required
- Participate in BlueCross meetings, reviews, training, special projects and/or activities as requested.
5. Occupational Health & Safety

- Maintain a safe working environment in your area of responsibility.
- Ensure that OH&S principles and guidelines are adhered to.
- Report accidents and injuries and near misses as per BlueCross Policy and Guidelines.
- Provide and maintain so far as is practicable a working environment that is safe and without risk to health.
- Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and BlueCross policies and promote a working environment that is congruent with these guidelines.
6. **BlueCross Expectations of Staff Behaviour**

All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment to the following:

*I will …..

- Treat everybody with respect and dignity and value people for who they are their unique contribution, irrespective of role or level in the organisation.
- Accept that I have a key role in representing the team / service to the broader organisation and for positively promoting the organisation to the team or in any external environment.
- Be clear and open about decision-making processes, wherever possible providing opportunities for others to be involved in decisions that affect their work. Give new ideas from others a fair hearing and proper consideration. Promote and role model an open, inclusive and collaborative approach.
- Take a proactive approach to workplace health, safety and staff wellbeing.
- Participate in staff learning and development and recognise the value of ongoing professional and personal development for myself.
- Actively encourage feedback from others about how I am going as a team member.
- Role model positive behaviours at all times and ensure that I choose my attitude when I come to work.
- Always behave ethically and with integrity.
- Be engaged and have fun at work.

**Signatures:**
I have read, understand and accept the above position description

**Staff Member:** ____________________________  **Date:**    /    /  

**Manager:** _______________________________  **Date:**    /    /