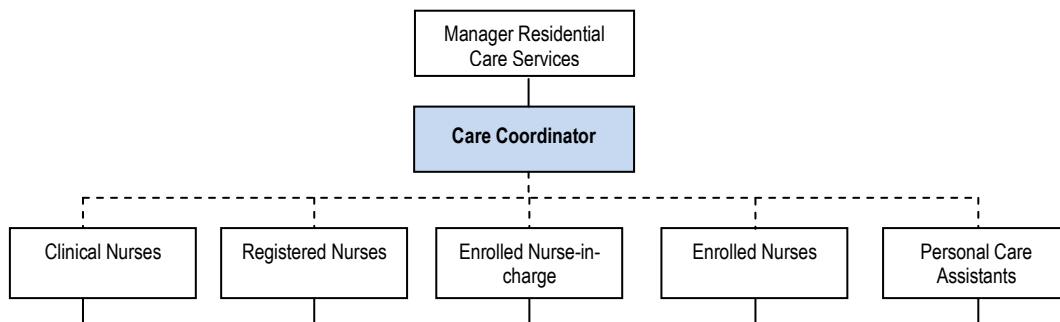


Care Coordinator

Award/Agreement	Non Award
Responsible to	Manager Residential Care Services
Summary of role	In accordance with the purpose and values of Resthaven, the Care Coordinator is responsible for ensuring:

- professional standards of contemporary nursing practice throughout the facility;
- the supervision of Nursing Staff and Personal Carers;
- effective liaison with doctors and other care professionals providing services to residents.
- implementation of Resthaven's Quality and OH&S Systems
- relieving for the Manager Residential Care Services from time to time



Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Work collaboratively with the Manager Residential Care Services and Coordinator Housekeeping Services to provide quality care and services to residents
- Implement systems of continuous improvement which respond to identified service need and meet standards of accreditation and validation
- Implement the resident incident reporting system to ensure timely follow up of incidents and associated remedial and preventative actions
- Contribute to organisational development through participation in meetings and forums to review policy and practice. Develop innovative approaches to clinical outcome achievement and implement positive change which benefits residents, staff and other Resthaven stakeholders
- Provide and promote quality customer relations and information concerning Resthaven services to potential and current residents, their representatives and other Resthaven stakeholders

Key Responsibilities and Duties (continued)

- Respond to complaints made by stakeholders and model a positive customer focused approach for staff
 - Provide direct clinical care congruent with contemporary nursing techniques and procedures demonstrated by:
 - displaying the ability to carry out a comprehensive and accurate nursing assessment of individual and groups
 - formulation of a plan of care designed to achieve optimal quality of life for the individual
 - ensuring quality nursing care is provided to residents by coordinating and monitoring the planning, implementation and evaluation of care outcomes and nursing care standards throughout the facility
 - Supervise nursing and other work experience students on placement at the facility
 - Deputise for the Manager Residential Care Services as required.
-
- Ensure effective and efficient resource management of human, financial, information and physical resources to achieve outcomes;
 - **Human:** responsible for induction, education, appraisal, staff supervision, performance management and rostering of staff to ensure provision of high quality care and services to residents
 - **Financial:** responsible for implementing the ACFI management system, maximising ACFI funding and effective clinical expense management
 - **Information:** responsible for utilising available resources of organisational information to review clinical outcome achievement and plan remedial action if required clinical key performance indicators are not achieved.
 - **Physical:** responsible for the maintenance of clinical equipment to fulfil Resthaven standards and policy. Implement safe systems of work consistent with legislative requirements and Resthaven policy
 - For sites with co-located Independent Living Unit Facilities: Maintain effective relationships with Independent Living Unit residents
 - Implement Resthaven policy and procedures to ensure compliance with better practice, legislative and legal obligations
 - Ensure that the facilities satisfy legislated standards for Accreditation, Occupational Health and Safety and validation of funding claims
 - Responsible for promoting Resthaven's management of Harassment and Violence in the workplace policy within the workplace and ensure that acceptable standard of conduct are observed by care staff at all times.

Quality and Safety

Responsible for:

- Undertaking all duties in accordance with Resthaven's Quality Management System, policies and procedures
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis
- Maintaining a safe work environment in accordance with Resthaven Occupational Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Occupational Health and Safety Policies and Procedures
- Participating in mandatory Health and Safety training sessions
- Identifying and reporting hazards in the workplace

Privacy and Confidentiality

Responsible for:

- Applying the principles of privacy and confidentiality to all work practices
- Adhering to Resthaven Privacy of Information Policy and Procedure at all times
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential

Other duties as directed by the Manager Residential Care Services, commensurate with classification and training

ESSENTIAL CRITERIA

Qualifications / Experience

- Registered General Nurse with current registration with the Australian Health Practitioner Regulation Agency is essential
- A current driver's licence is essential.
- Demonstrated professional clinical nursing skills
- Demonstrated ability to communicate effectively with staff and clients
- Demonstrated leadership skills and ability to motivate staff to achieve organisational goals
- Ability to logically prioritise varying work demands
- Demonstrated organisational and time management skills
- An understanding of the ageing process and a commitment to caring for aged clients
- An understanding of aged care funding processes and required documentation including the Aged Care Funding Instrument
- Understanding of quality management systems and commitment to continuous improvement
- Demonstrated use of initiative
- Ability to develop a cooperative team approach to the delivery of services
- Commitment to professional development
- Demonstrated ability to use Microsoft and other desktop applications
- Working knowledge of:
 - Current legislation relevant to Aged Care
 - Accreditation Standards

DESIRABLE CRITERIA

Qualifications / Experience

- A relevant Post-Graduate qualification
- Gerontic nursing experience

Acknowledged _____
Manager Residential Care Services

Date _____

Acknowledged _____
Employee

Date _____