



Position Title: Care Coordinator	
Reports to: Facility Care Coordinator	
Internal VRSLC Relationships: <ul style="list-style-type: none"> - Facility staff and management - Other VRSLC departments - Residents 	
External Relationships: <ul style="list-style-type: none"> - Health care providers and related government services - Resident families, friends, significant others or guardians - Suppliers and contractors 	
<p>Purpose of Position: The Care Coordinator is responsible for the co-ordination of the provision of care to residents. They will provide supervision and support to direct care staff, and will be in charge of the facility in the absence of the Residential Manager and Facility Care Co-ordinator.</p> <p>The Care Coordinator is part of the facility care and management team, working closely with the Residential Manager . This role is responsible for the clinical care of residents, and management of care staff, and assisting with developing, managing, and evaluating facility performance, and will deputise for the Residential Manager.</p>	
Key Result Areas Here (what is required to be done)	Performance Indicators Here (how do you know it has been done)
CONDUCT	
Develop and maintain and awareness and role modelling of Vasey RSL Care's vision, mission and values.	Actions and behaviours in the workplace in line with vision, mission and values.
Awareness and adherence to Vasey RSL Care Code of Conduct, and policies and procedures.	Complies with organisational policies and procedures.
Work co-operatively and communicate effectively with others as required.	Communication is carried out in a non threatening, non aggressive and culturally sensitive manner.
	Information and knowledge is shared with others as necessary and appropriate.

	<p>Takes responsibility for own work, and assists other team members, or business units where appropriate.</p> <p>Interpersonal styles and methods are adjusted to the organisation's social, and cultural environment.</p> <p>Effective professional relationships are developed within the framework of the organisation's social, ethical, and business standards.</p>
QUALITY / CONTINUOUS IMPROVEMENT	
<p>Assists with the implementation of the VRSLC Quality system within the residential aged care facility.</p> <p>Continually evaluate the standard of clinical and personal care services and in consultation with the Residential Manager and staff, identify priority areas and work towards demonstration of best practice in these areas.</p> <p>Participate in the continuous improvement process and VRSLC Quality System.</p>	<p>Assistance with implementation of VRSLC Quality System occurs as indicated by internal quality audit results, accreditation assessment, and unscheduled checks.</p> <p>Clinical and personal care standards are continuously improved.</p> <p>Identifies, responds to and implements continuous improvement within the scope of the position via the Quality Improvement Request process.</p> <p>Carries out Quality Audits as required.</p>
HUMAN RESOURCES	
<p>Attend staff meetings as required.</p> <p>Participate in the VRSLC Staff Performance and Development Review procedure.</p> <p>Report any training / develop needs you identify to your direct supervisor when you become aware of them.</p> <p>Report any breaches of VRSLC standards that you become aware of to your direct supervisor</p> <p>Staff Grievance Procedure to be followed to resolve any issues or concerns.</p> <p>Promote team effectiveness by:</p> <ul style="list-style-type: none"> - Ensuring the care staff work as a cohesive unit, and interact effectively with each other, residents, family members, other business units and external parties. 	<p>Staff meetings attended as required.</p> <p>Participation in the Staff Performance and Development Review procedure occurs.</p> <p>Training / Development needs reported to direct supervisor when becomes aware of them.</p> <p>Breaches of VRSLC standards are reported to direct supervisor when becomes aware of breach.</p> <p>Staff Grievance Procedure followed to resolve any issues or concerns.</p> <p>Care team works as a cohesive unit, and interacts effectively with each other, residents, family members, other business units and external parties.</p>

<ul style="list-style-type: none"> - Issues, concerns and problems identified by or within the care staff team members are recognised, and addressed within a reasonable time frame, or referred to the relevant position. <p>Manage individual work performance by:</p> <ul style="list-style-type: none"> - Leading and supervising the direct care team on the floor in the provision of nursing care, ensuring that care staff provide appropriate direct care in accordance with the resident's care plan, and resident choice. - Supervise and support care staff in meeting expected outcomes by providing feedback regarding work performance, acting as a clinical role model, and coaching staff on the floor to ensure that clinical care standards are upheld and maintained. - Report any individual or group training / development needs to the Residential Manager. - Provide direct care staff with regular clinical updates to assist them to meet their care obligations. - Assist with the implementation of the VRSLC Staff Development and Performance Review Procedure as required by the Residential Manager. - Report ongoing poor performance of care staff in writing to the Residential Manager as soon as identified. <p>Participate in the recruitment and selection of staff in accordance with the VRSLC procedure as required by the Residential Manager</p> <p>Participate in the induction of new staff as required by the Residential Manager.</p> <p>Manage care staff rosters, agency bookings and care staff allocations if required.</p>	<p>Team members take responsibility for own work, and also assist each other where appropriate.</p> <p>Issues, problems, concerns within teams are addressed and resolved within a reasonable period of time.</p> <p>Direct care provided in accordance with the resident's care plan, and resident choice.</p> <p>Care staff provided with feedback regarding work performance, clinical role modelling and coaching of staff on the floor occurs.</p> <p>Individual or group training needs are reported to the Residential Manager.</p> <p>Regular clinical updates provided to direct care staff.</p> <p>Staff performance and development is managed in accordance with relevant VRSLC procedures.</p> <p>Ongoing poor performance of care staff is reported in writing to the Residential Manager as soon as identified.</p> <p>Care staff competent to perform direct care work, as evidenced by direct care being provided in accordance with resident care plans and resident choice , as evidenced by internal audits, successful accreditation, and meeting requirements of unscheduled visits.</p> <p>Participation in the recruitment and selection of staff undertaken in accordance with VRSLC procedure as required by the Residential Manager occurs.</p> <p>Participation in the induction of new staff as required by the Residential Manager occurs.</p> <p>Facility staffing requirements are met in a cost effective manner on a daily basis.</p>
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CUSTOMER SERVICE	
<p>Ensure quality customer service is provided to residents, their families or other customers by:</p> <ul style="list-style-type: none"> - Upholding residents' rights and where necessary consult and advocate on behalf of the residents. - Ensuring that residents are given as much freedom of choice as possible and each resident is encouraged to be involved in the daily life of the facility. Liaise with residents and families on an ongoing basis regarding resident preferences and concerns. - Ensure that residents cultural, spiritual, and other individual needs are incorporated into all aspects of care and daily living. - Ensuring staff develop effective professional relationships with residents, families and other customers which are within the framework of the organisations social, ethical, and business standards. - Ensure issues, concerns or problems are recognised, addressed within a reasonable time frame within the scope of this position, or referred to the Facility Care Co-ordinator, Residential Manager or General Manager, in line with VRSLC procedure. - Ensure the privacy and dignity of each resident is maintained. 	<p>Analysis of resident survey indicates service standards are being met. Service quality is maintained, and continuously improved.</p> <p>Resident choice is upheld, as evidenced by analysis of resident survey, and meeting requirements of accreditation and unscheduled visits.</p> <p>Residents' cultural, spiritual and other individual needs are met.</p> <p>Effective professional relationships with residents, families and other customers which are within the framework of the organisations social, ethical, and business standards.</p> <p>Customer issues, concerns, or problems are recognised, and addressed within a reasonable time frame, or referred to the Facility Care Co-ordinator, Residential Manager or General Manager, in line with VRSLC procedure.</p> <p>Privacy and dignity of each resident is maintained as evidence by analysis of resident surveys, QIRs, internal audits, unscheduled agency visits and accreditation assessment.</p>
OHS	
Comply with Occupational Health and Safety Procedures	<p>Is compliant with OHS policies and procedures.</p> <p>Co-operates with employer with respect to any action taken by the employer to meet OHS obligations.</p> <p>Takes reasonable care of own health and safety.</p> <p>Takes reasonable care of the health and safety of others.</p> <p>Does not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.</p>

Manage emergency situations in accordance with the Emergency Procedures Manual .	In the event accidents / incidents complete and an incident report as per the Incident and Injury Management procedure. Emergency situations managed in accordance with the Emergency Procedures Manual.
PRIVACY AND CONFIDENTIALITY	
Maintain privacy and confidentiality in relation to a personal and health information of staff and clients/ residents.	Complies with organisational procedures in relation to privacy and confidentiality. Breaches of privacy and confidentiality do not occur.
BUSINESS ADMINISTRATION / PLANNING	
Undertake admission of new residents in accordance with VRSLC procedure if required.	Resident admissions occur as per VRSLC procedure.
SPECIALIST KNOWLEDGE / TECHNICAL SKILLS	
Attend compulsory training as directed. Develop and maintain a current working knowledge of: <ul style="list-style-type: none"> - Drugs and Poisons Code - Clinical Care processes and standards, including but not limited to Dementia, Wound Care, Diabetes and continence management - Aged Care Accreditation Standards - Resident Classification Scale - Aged Care Funding Instrument - Resident Rights - Vasey RSL Care budgeting processes and requirements Maintain and update computer skills including but not limited to Qdoc and iCare, internet, email and Word. Maintain a current working knowledge of the needs of older people and the Veteran Community	Compulsory training attended. Knowledge maintained as required as evidenced by work practices, the meeting of requirements detailed in standards, funding instruments and resident rights charter. Computer skills are maintained and updated.
REGULATORY COMPLIANCE	
Ensure regulatory compliance in relation to resident care needs as per Aged Care Accreditation Standards and Aged Care Act 1997 Ensure compliance with OHS requirements occurs.	Regulatory compliance in relation to resident care needs as per the Aged Care Accreditation Standards are met, as indicated by meeting accreditation requirements, and unscheduled check requirements. Compliance with OHS requirements occurs, as indicated by minimisation of work place injuries.

<p>Ensure compliance with the Drugs, Poisons and Controlled Substances Act 1981.</p> <p>Comply with all regulatory compliance requirements.</p> <p>Report any breaches of regulatory compliance to the Residential Manager or General Managers as soon as they are identified.</p>	<p>Complies with all regulatory compliance requirements.</p> <p>Breaches of regulatory compliance are reported to Residential Manager or General Manager as soon as they are identified.</p>
<p>RESIDENT CARE AND LIFESTYLE</p>	
<p>Carry out and or delegate initial and ongoing assessment of all resident care needs in consultation with residents / families / carers, and ensure that all assessments are kept up to date, evaluated, and accurately transcribed onto the individualized care plan.</p> <p>Ensure implementation of individualized care-plans by care staff in consultation with clients / families / carers to ensure the provision of high quality holistic nursing and personal care services.</p> <p>On a daily basis evaluate nursing and personal care service requirements of residents, and supervise care staff to ensure that all clients receive the care they require.</p> <p>Where resident's needs change / interventions are required, act upon findings and communicate to all staff. Liaise with ACAS, PGAT, as may be required in the conduct of re-assessments.</p> <p>Provide and ensure technical nursing care is provided to residents in accordance with clinical care standards within scope of practice .</p> <p>Monitor and administer medications as detailed in the care plan, in accordance with applicable legislation and VRSLC procedure.</p> <p>Ensure medications are administered as detailed in the care plane accordance with applicable legislation and VRSLC procedure.</p> <p>In the event of medication non compliance, follow the VRSLC Medication Management Procedure including completion of required documentation as per this procedure .</p> <p>Foster and develop effective professional relationships / partnerships / with medical, health and allied / external health providers including but not limited to; ACAS, PGAT, to enhance resident care and accessibility to a range of high quality care services.</p>	<p>Initial and ongoing assessments of all resident care occurs as detailed.</p> <p>Individualised care plans implemented as detailed.</p> <p>Nursing and personal care needs of residents are met on a daily basis as evidenced by prevention / management of skin tares, wounds, pressure sores, urinary tract infections, chest infections, and medication errors.</p> <p>Action taken as detailed when resident needs change.</p> <p>Technical nursing care provided in accordance with clinical care standards within scope of practice.</p> <p>Medication administered and monitored, and medication errors dealt with as per VRSLC procedure and applicable legislation.</p> <p>Effective professional relationships health care providers as detailed occurs.</p>

<p>Coordinate and evaluate services provided by medical officers, contracted allied health staff and external health providers to ensure that the needs of clients are met including but not limited to physiotherapy, pharmacy, podiatry.</p> <p>Work collaboratively with Lifestyle staff and volunteers to ensure that residents are supported to participate in a wide range of lifestyle activities in according to personal.</p>	<p>Coordination and evaluation of health service providers occurs as detailed.</p> <p>Lifestyle needs and preferences of residents are met.</p>
DOCUMENTATION	
<p>Co-ordinate and maintain the VRSLC assessment and care planning process to ensure that all resident care needs are documented, and appropriate plans of care are formulated for residents.</p> <p>Ensure that assessment and care plans for new residents are developed within appropriate time frames and that care plans and other documentation for existing residents are current and effective.</p> <p>On a daily basis oversee and assist nursing and personal care staff in the completion of resident care documentation to ensure that documentation meets resident care needs, accreditation standards and maximises ACFI funding.</p> <p>Carry out ACFI assessments, or delegate to appropriate staff, and monitor to ensure implementation in accordance with statutory requirements.</p> <p>Assist with ACFI appraisals and ACFI Applications for Classifications as directed by the Residential Manager.</p> <p>Complete documentation as required by VRSLC procedure / Our Quality System.</p>	<p>Documentation requirements as per VRSLC procedure are met as evidenced by internal audits, unscheduled agency checks, meeting of accreditation requirements, and accountability for ACFI funding.</p> <p>All residents have a current completed individualised care plan that identifies that person's specific needs and preferences and this plan is known and actioned by direct care staff.</p> <p>All residents have the assessment and care planning process carried out in line with the related VRSLC and Lifestyle procedures.</p> <p>ACFI assessments carried and implemented in line with statutory requirements.</p> <p>ACFI appraisals and ACFI Applications for Classifications are accurate and submitted within required time frames.</p> <p>Documentation carried out as required by OUR Quality System / VRSLC.</p>
OTHER	
Other duties as required within the scope of this position and scope of practice.	Other duties carried out as required.
<p>Key Selection Criteria – Essential</p> <p>High Care Facilities - Current registration as a Division 1 Nurse in Victoria</p> <p>Low Care Facilities – Current registration as a Division 1 or 2 Nurse in Victoria</p> <p>Ability to supervise, lead and motivate a team of care staff to provide a high standard of service</p> <p>Proven good communication and interpersonal skills including ability to liaise with key stakeholders</p> <p>Ability and commitment to work according to the principals of continuous improvement</p> <p>Ability to work co-operatively as part of the management team, and with minimal supervision</p> <p>Satisfactory completion of a National Police Records Check (arranged by Vasey RSL Care)</p>	

Key Selection Criteria – Desirable

Understanding of the needs of older people and the veteran community
Previous experience working in an Aged Care Facility
Previous experience with electronic care planning and documentation systems
Experience in supervising, leading and motivating a team of care staff to provide a high quality standard of service
Knowledge and understanding of the Resident Classification Scale and Aged Care Funding Instrument
Formal management training
Dementia Care training
Post Graduate Qualifications in gerontology or similar

Incumbent Statement

I have read, understood and accept the above position description, which may be amended from time to time.

Signed _____ Date _____