**Staff Position Description**

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| **Instruction for Managers** |  | **Instruction for Staff** |
| 1. Give a copy of Position Description with letter of offer. 2. Copy signed Position Description for the Staff Member. 3. Update the Staff File Manager. 4. Place the signed copy on the staff file. |  | 1. Read the Position Description carefully. 2. Ask if you need any information clarified. 3. Keep a copy for you to use at work. 4. This may change with the Business.  5. Keep the Manager informed if changes occur. |

**Position Title: Team Leader**

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| **Award Classification** | | CSE 4. L1 | |
| **Remuneration** | | As per EA salary structure | |
| **Reporting to** | | Report to the Registered Nurse | |
| **Purpose of the Position** | | In accordance with the vision, mission and values of Finley Regional Care, the Team Leader works with the clinical team and assists in the delivery of competent, quality person centred care. | |
| **Liaises with internally** | | All Finley Regional Care Staff  Care Recipients  Medical Professionals | |
| **Liaises with externally** | | Family Members / Advocates  Service Providers  Consultants  General Public | |
| **Work Context** | | The Team Leader job shares the 0700-1530 hrs shift on a seven day rotation roster under direct and indirect supervision of the Registered Nurse. | |
| **Essential Criteria** | | * Certificate IV in Aged Care or Certificate IV Nursing (Enrolled Nurse) or equivalent, or working towards Certificate IV in Aged Care (Minimum Qualification Certificate III in Aged Care) * Certificate IV in Team Leadership (or working towards same) * Sound leadership skills and ability to lead a team of diverse staff. * Minimum three years’ experience in residential aged care with sound understanding, experience, knowledge and application of evidence informed clinical services in the aged care environment. * Proven understanding in the application of the Aged Care Accreditation Standards * Demonstrated knowledge of Aged Care Funding Instrument (ACFI) Demonstrated ability to work as a highly motivated team member. * Demonstrated ability to support quality and a culture of continuous improvement * A desire for innovation in aged care * Excellent communication and negotiation skills * Ability to understand and interpret budgets * Competent in the use of Information, Communication and Technology (ICT) systems relevant to the position * Current Aged and Vulnerable Persons National Criminal Record Check * Current First Aid Certificate * Current medication competency (Statement of Attainment - Assist with medication unit) | |
| **Desirable** | | * Dementia care and Palliative Care qualifications * Wound Management certificate (training provided) | |
| **Organisational Change Management** | | Supports and assists with implementation of change | |
| **Behaviours Required** | | 1. Teamwork / Professionalism  2. Customer / Community Focused  3. Solutions driven  4. Innovative  5. Honest, Respectful, Dignified Caring and Integral | |
| **Leadership capabilities** | | **Thinks creatively and solves problems effectively**   * Understands the work area’s direction and how it delivers its service * Links own work to Finley Regional Care priorities * Applies creative approaches to issues and problems. * Shows judgement, intelligence and common sense.   **Achieves results**   * Responds to Care Recipient and family needs and organizes resources * Adapts to and implements change * Delivers on intended results.   **Demonstrates personal drive and integrity**   * Demonstrates professionalism and acts ethically * Engages with risk and shows personal courage and resilience * Takes personal responsibility for meeting objectives and progressing work * Demonstrates self-awareness and a commitment to personal development.   **Communicates effectively**   * Communicates clearly * Listens, understands and adapts to the audience * Negotiates effectively.   **Works productively with others**   * Builds internal and external relationships * Values individual differences and diversity * Works co-operatively | |
| **Technical Capabilities** | | **Aged care management**   * Brings innovation to aged care; * Exhibits advanced knowledge of aged care concepts as applied to aged care services; * Critically evaluates and identifies improvement in internal ACFI reporting requirements; * Exhibits legislative knowledge of funding arrangements and financial management techniques for residential care   **Resource management and commercial acumen.**   * Respects the resources necessary for quality care * Challenges staff to seek more efficient and effective ways of doing things. * Focuses on activities that align with FRCs’ strategic objectives and brings the best long term return for the health service.   **Innovation and continuous improvement**   * Reviews care, systems, processes and practices and develops options for continuous improvement * Fosters creativity and innovation and models innovative work practices | |

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| **Area** | | | **Responsibilities** | | **Key Performance Indicators** | |
| **Care Recipients** | | | * Care Recipients Rights and Responsibilities | | * Provide care and services to all care recipients that is 100% consistent with the Chart of Care Recipients Rights and Responsibilities | |
| * Finley Regional Care Vision and Mission Statements | | * Provide care and services that is 100% aligned to the Vision and Mission Statements of Finley Regional Care | |
| **Team work** | | | * Works with the RN to create an environment that optimizes person-centred care and Care Recipient outcomes, and the cost- effectiveness of care. | | * Care plans are person-centred * Actively leads, contributes to and participates in ACFI assessments * Monitors provisions is conscious of budgets | |
| * Supports a learning culture and initiates learning and promotes an understanding of the benefits of evidence informed aged care. | | * Excellence in aged care is modelled and seeks out learning opportunities understanding the importance of evidence informed care | |
| * Supports an environment of trust and negotiates with the team to resolve issues effectively | | * Demonstrates problem solving and conflict resolution skills * Staff actively participate in decision making | |
| * Supports rostering as a team member, to achieve a work/life balance, while ensuring adequate and safe staffing levels | | * Complies with Rostering Guidelines * Negotiates and works with the team to fulfil the roster requirements and balance their work/life needs | |
| * Attends shifts in accordance with the published roster | | * Arrives on time for each shift | |
| **Clinical Leadership** | | | * Routinely review, monitor and adopt high quality clinical care | | * Clinical practices, processes and procedures reflect best practice in aged care | |
| * Mentor and support new staff | | * New staff are supported in their orientation and continued learning | |
| Competent in the following clinical skills:   * Medication management * routine urinalysis, * blood pressure, * temperature and pulse checks, * blood sugar level checks, * simple wound dressing, * support diabetic Care Recipients in the management of their diabetes, * recognise the signs of both Hyper and Hypoglycaemia, * recognise and respond appropriately to changes in the condition of Care Recipients | | * Demonstrates competence in the required clinical skills | |
| * Support and monitor staff to implement practice improvements | | * Staff demonstrate high quality clinical capability | |
| * Coordinates & monitor person-centred care plans in consultation with the Care Recipient, Care Recipient representative and Medical Practitioner | | * Care Recipient care plans are current, informed, monitored and reflect their current needs. | |
| * Implement medication management processes that are compliant with the statutory guidelines and FRC medication procedure | | * Medication management is compliant with statutory guidelines and FRC procedure | |
| **Clinical Leadership** | | * Support routine medication quality audits and assist in implementing required improvements | | * Audits are undertaken and improvements are monitored | |
| * Care issues are reported, monitored & improvements are made | | * Monitor the impact of care and maintain ongoing communication with the registered nurse regarding the health and functional status of Care Recipients and staff. | |
| * Monitors own capability and seeks opportunity for improvement * Contribute to the development of the annual training plan | | * Performance is managed timely and in a supportive manner * Training and development plans reflect staff capability need | |
| **Quality, Risk, Safety & Accreditation** | | | * Lead the team in their understanding and application of the policies and procedures | | * Complies with policies and procedures and seeks to ensure compliance | |
| * Support clinical processes and procedures to ensure compliance with the Aged Care Standards and Accreditation Agency requirements | | * FRC meets the Aged Care Standards | |
| * Support routine in-house audits against the standards and implement the required improvements | | * Routine audits are undertaken and improvements monitored | |
| * Support a culture of continuous improvement consulting with staff and Care Recipients / Care Recipient Representative implementing innovative and creative options to improve their care experience * Contribute to benchmarking opportunities within FRC | | * The environment reflects a culture of continuous improvement * Benchmarking is in place to monitor quality | |
| * Implement and monitor WHS practices, procedure and systems to improve safety and mitigate risk * Model compliance with infection control and WHS polices, practices and procedures * Contribute to WHS meetings * Ensure that key risks are identified and managed effectively utilizing effective risk management and clinical governance frameworks | | * WHS systems and processes are monitored with trends identified and improvements in place * Practice models compliance with Infection Control and WHS policies * Attend three WHS meetings/yr * A risk management approach is taken to effectively manage risk and clinical governance | |
| **Communication**  **& Information** | | | * Liaise with Care Recipients and their families to ensure their needs and expectations are met | | * Care Recipients and families report exceptional customer service and support | |
| * Establish effective people focused communication processes with   staff and management | | * Communication processes are effective and people focused. | |
| * Ensure the RN is informed of any practices that may inhibit the delivery of a high standard of Care Recipient care | | * The RN is kept informed and aware of issues including strategies undertaken to address them. | |
| * Ensure compliance with privacy, confidentiality and protection of information relating to all aspects of FRC | | * Privacy and confidentiality is maintained | |
| **Professionalism** | | | * Maintain currency of knowledge in relation to professional conduct, clinical leadership and quality aged care. | | * Actively maintains currency of knowledge which informs quality improvement. | |
| * Model professional behaviour and support the workforce to comply with relevant legislation and common law and fulfil their duty of care. * Recognise and responds appropriately to unsafe or unprofessional practice and establish or maintain systems that prevent care being compromised and or law contravened. | | * Models and maintains professional conduct and compliance * Responds to unsafe or inappropriate practice as per FRC incident management and staff disciplinary procedure | |
| * Establishes or maintains an environment where all staff acknowledges and responds appropriately to the dignity, culture, values, beliefs and rights of individuals and groups. | | * Staff conduct reflects the culture and values of FRC, and staff identify and represent the vision, mission and values of FRC | |
| * Organisational change management | | * Support and assist implementation of changes introduced by Management | |
| Participate in mandatory education and competencies relating to the role including:   * Fire Safety * Manual Handling / Back Care * Medication Management * Infection Control * Bullying and Harassment * Elder Abuse * ACFI / Accreditation | | * Mandatory training undertaken * Demonstrates competence in clinical skills relevant to the position | |
| **For the Job** | | | As per Care Service Employee G2 | |  | |

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Finley Regional Care.

I agree that I will provide care and services to all care recipients that is 100% consistent with the Chart of Care Recipients Rights and Responsibilities

I also agree that I will provide care and services that is 100% aligned to the Vision and Mission Statements of Finley Regional Care.

Name Date

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_