

<b>Position title:</b>	After Hours Coordinator: Grade 5			
<b>Position reports to:</b>	Executive Manager Care Services			
<b>Background</b>				
<p>Shepparton Retirement Villages (SRV) is a non-for-profit community based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region.</p> <p>SRV is responsible for the delivery of care across 271 residential aged care beds, 290 independent living units and 26 aged care packages. Services are delivered across 3 campuses however our care packages are delivered across Shepparton and the region. The 3 campuses are:</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 33%;"> <p><b>Rodney Park based in Mooroopna consists of:</b></p> <ul style="list-style-type: none"> <li>• Grevillea Lodge: 30 bed dementia specific unit</li> <li>• Waratah Lodge: 30 bed aging in place residential care facility</li> <li>• Boronia House: 30 bed aging in place residential care facility</li> <li>• 90 Independent living Units</li> </ul> </td> <td style="vertical-align: top; width: 33%;"> <p><b>Kialla Gardens based in Kialla consists of;</b></p> <ul style="list-style-type: none"> <li>• Banksia Lodge: 64 bed aging in place residential care facility</li> <li>• 109 Independent Living Units</li> </ul> </td> <td style="vertical-align: top; width: 33%;"> <p><b>Tarcoola based in Shepparton consists of</b></p> <ul style="list-style-type: none"> <li>• Administration</li> <li>• Acacia House: 60 bed high care residential care facility</li> <li>• Hakea Lodge: 57 bed aging in place residential care facility</li> <li>• 90 Independent living units</li> <li>• Men's Shed</li> </ul> </td> </tr> </table>		<p><b>Rodney Park based in Mooroopna consists of:</b></p> <ul style="list-style-type: none"> <li>• Grevillea Lodge: 30 bed dementia specific unit</li> <li>• Waratah Lodge: 30 bed aging in place residential care facility</li> <li>• Boronia House: 30 bed aging in place residential care facility</li> <li>• 90 Independent living Units</li> </ul>	<p><b>Kialla Gardens based in Kialla consists of;</b></p> <ul style="list-style-type: none"> <li>• Banksia Lodge: 64 bed aging in place residential care facility</li> <li>• 109 Independent Living Units</li> </ul>	<p><b>Tarcoola based in Shepparton consists of</b></p> <ul style="list-style-type: none"> <li>• Administration</li> <li>• Acacia House: 60 bed high care residential care facility</li> <li>• Hakea Lodge: 57 bed aging in place residential care facility</li> <li>• 90 Independent living units</li> <li>• Men's Shed</li> </ul>
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<b>Role Statement</b>				
<p>This is a Senior Clinical Role which is to undertake day to day management of operational issues after hours, public holidays and on weekends across all facilities (271 beds) and programs within SRV.</p> <p>This position is the most Senior Nurse on duty during these hours and will:</p> <ul style="list-style-type: none"> <li>• Provide clinical leadership and support to Team Leaders within our facilities</li> <li>• Undertake complex assessments and implement best practice interventions that bring about positive outcomes for residents and their NOK and staff.</li> <li>• Oversee complex medical interventions</li> <li>• Consultation with allied health and medical personnel regarding the care needs of residents.</li> <li>• Provide appropriate and timely documentation that meets regulatory requirements</li> <li>• Report issues and risks to the Operations Manager</li> <li>• Ensure that there are adequate staff to meet the acuity needs of residents but are within budget</li> </ul> <p>All of the above is to completed in line with the policy and procedures of SRV and relevant legislation.</p>				

**Reporting Statement/ Working Relationships**

This position report directly to the Executive Manager Care Services and works collaborately with all managers and Team Leaders within the organisation. The position works also with key external stakeholders (GP's, hospitals, allied health professionals etc), residents and their next of kin and/or representative.

**Key Selection Criteria**

<p><b>Qualifications:</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Registered Division 1 Nurse.</li> <li>▪ Three years experiences post graduate experience.</li> <li>▪ A working knowledge of the needs of elderly persons residing with a residential care facility</li> <li>▪ Demonstrated leadership skills</li> <li>▪ Strong written and verbal communication skills.</li> <li>▪ Excellent problem solving, assessment and care planning skills</li> <li>▪ An ability to work independently and is self motivated</li> <li>▪ An ability to utilise computer medical record systems.</li> <li>▪ A current valid police record check.</li> <li>▪ A current drivers licence</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Experience working within a residential care setting</li> </ul>
<p><b>Additional Information</b></p>	<ul style="list-style-type: none"> <li>• The position is part time</li> <li>• Hours to be worked are afterhours, weekends and public holidays</li> <li>• A police check/criminal record check is required prior to employment</li> <li>• Redeployment to other services may be required</li> <li>• The probationary period for this position is 6 months</li> </ul>

Key Result Areas	Key Activities	Standard Measures
<p><b>Demonstrates and upholds the mission, values, foundation of care and vision of Shepparton Retirement Villages</b></p>	<ul style="list-style-type: none"> <li>• Ensure that the values of Shepparton Retirement Villages are incorporated into your daily practices in relation to all your activities.</li> </ul>	<ul style="list-style-type: none"> <li>• That you enrich the lives of the people in your care</li> <li>• That you treat all with respect, dignity and understanding and that every consumer is offered choice and is encouraged to exercise their independence.</li> <li>• That you treat all (including staff) with integrity and openness and are responsive to the needs of all who use, visit or work in our programs</li> </ul>

Key Result Areas	Key Activities	Standard Measures
		<ul style="list-style-type: none"> <li>• That you value the environment in which you work and use resources effectively and efficiently.</li> <li>• That you deliver quality care which is off best practice.</li> <li>• That you ensure that services and care are individualised and are continually reviewed and evaluated.</li> </ul>
<p><b>Promotes and implements individualised, resident focused care that reflects the persons values and beliefs</b></p>	<ul style="list-style-type: none"> <li>• Promotes a resident focused approach in all activities and behaviours.</li> <li>• Involves the resident in their care.</li> <li>• See the resident as a person.</li> <li>• Treat the resident as an individual.</li> <li>• Includes resident's beliefs and values in care plan.</li> <li>• Activities are resident focused based on input from residents.</li> <li>• Structures in place to ensure resident confidentiality are maintained at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• All documents utilise a language that adheres to the values of Shepparton Retirement Villages</li> <li>• Care reflects an extension of the resident's prior lifestyle.</li> <li>• Communication reflects respect and a non paternalistic manner.</li> </ul>
<p><b>All Assessment and Care Plans are individualized, resident focused and completed in consultation with the resident, staff and NOK.</b></p>	<ul style="list-style-type: none"> <li>• Ensures residents have accurate up to date assessments/ care plans based on their needs.</li> <li>• Evaluate care plans and adjusts to reflect resident care needs.</li> <li>• Assessments are conducted in consultation with care staff</li> <li>• Care Plans are discussed with a residents NOK</li> </ul>	<ul style="list-style-type: none"> <li>• Assessments and care plans are updated when there is a change in resident care needs</li> <li>• Assessment and care plans are of best practice</li> </ul>

Key Result Areas	Key Activities	Standard Measures
<p><b>Be an effective team member</b></p>	<ul style="list-style-type: none"> <li>• Work collaborately with team members in order to capture residents care needs.</li> <li>• Assists and supports staff in a manner that is empowering.</li> <li>• Promotes positive culture through active engagement in the workplace through concepts of               <ul style="list-style-type: none"> <li>• Choose your attitude</li> <li>• Be there for all</li> <li>• Make their day</li> <li>• Have fun</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Responds quickly and appropriated to issues raised by Team Leaders (Key Holders), residents and their NOK and other stakeholders</li> </ul>
<p><b>Provide clinical leadership which is of best practice and that clinical emergencies are responded to in an appropriate and responsive manner in consultation with Care staff, residents and their NOK and health care providers.</b></p>	<ul style="list-style-type: none"> <li>• Provide clinical leadership to all Shift Leaders (Team Leaders) which is responsive, of best practice and collaborative</li> <li>• Conduct complex bio psycho social assessments and refer residents to appropriate health professionals (GP's) and or facilities (hospital)</li> <li>• Liaise with external health providers (ie GP's and Hospitals) regarding the admission and or discharge of our residents</li> <li>• Oversee and manage complex medical interventions such as syringe drivers, IV's etc.</li> <li>• Approve the administration of PRN's and S8 medication</li> </ul>	<ul style="list-style-type: none"> <li>• Shift Leader issues are responded to in a polite, responsive manner</li> <li>• Clinical leadership is of best practice</li> <li>• Clinical emergencies are responded to quickly and appropriately</li> <li>• Residents care is well documented, communicated and evaluated.</li> <li>• All interventions are of best practice and in line with the policies and procedures of SRV and all relevant legislation</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Promotes and actively demonstrates open honest communication with excellent listening, verbal and nonverbal skills.</li> <li>• Communicate effectively but respectfully to external health providers to ensure positive outcomes for residents.</li> <li>• Identify risks and communicate these to the Executive Manager Care Services.</li> </ul>	<ul style="list-style-type: none"> <li>• All residents who require emergency treatment are referred to appropriate health facilities and or professionals in a timely and effective manner.</li> <li>• All residents NOK are notified of any changes in care and transfers to hospital</li> <li>• All issues that place the organisation at risk are reported immediately to the Executive Manager on call such as               <ul style="list-style-type: none"> <li>○ All assaults and missing residents</li> <li>○ All Gastro and Respiratory outbreaks</li> <li>○ Major complaints</li> </ul> </li> </ul>

Key Result Areas	Key Activities	Standard Measures
		<ul style="list-style-type: none"> <li>○ Major medical issues</li> <li>○ Any media requests</li> </ul>
<b>Use resources efficiently and effectively</b>	<ul style="list-style-type: none"> <li>• Work with Team Leaders to replace staff who may have called in sick</li> <li>• Monitor acuity levels to ensure that staff have the right resources to ensure that both the staff and residents are safe</li> </ul>	<ul style="list-style-type: none"> <li>• Staff replacement is within budgeted resources</li> </ul>
<b>Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace.</b>	<ul style="list-style-type: none"> <li>• Complete incident reports</li> <li>• Elect and support health and safety representatives</li> <li>• Contribute to risk assessments</li> <li>• Participate in training and meetings regarding safety</li> </ul>	<ul style="list-style-type: none"> <li>• Reports hazards, near misses and injuries immediately</li> <li>• Uses personal protective equipment</li> <li>• Comply with risk management policies and procedures and instructions</li> <li>• Attend all safety meetings and training sessions as required</li> </ul>
<b>Meet the needs of the organisation, residents and staff</b>	<ul style="list-style-type: none"> <li>• Undertake any other tasks commensurate with the classification of this position</li> </ul>	<ul style="list-style-type: none"> <li>• Meet the needs of organisation, residents and staff</li> </ul>

Personal Competencies required	Job Competencies Required
<ul style="list-style-type: none"> <li>• Is motivated and enthusiastic and has a passion to work with the elderly and is a strong advocate for quality care within a residential care setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent clinical skills and an ability to assess, identify at risk residents, liaise with relevant health professions and refer to appropriate services to bring about a positive outcome for the resident</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent communication skills – both verbal and written.</li> <li>• Commitment to professional development and best practice</li> </ul>	<ul style="list-style-type: none"> <li>• High level assessment, planning, implementation, evaluation and document skills to meet resident's clinical care requirements.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent people management skills with the ability to liaise with colleagues, residents, families, and allied health personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Supervises and directs staff, deals sensitively with residents and families and communicates effectively with medical and allied health personnel.</li> <li>• Works as part of a team, as well as accepts responsibility and works unsupervised.</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstrated time management and organisational skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Organises workload and completes work efficiently and effectively.</li> </ul>

<ul style="list-style-type: none"> <li>• Excellent problem solving and decision making skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective decision making skills and delegates tasks, applies initiative and flexibility, and is accountable for actions</li> </ul>
<ul style="list-style-type: none"> <li>• Commitment to quality and safety</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of OH&amp;S responsibilities, including infection control and emergency procedures.</li> </ul>
<ul style="list-style-type: none"> <li>• Commitment to ensuring legislative compliance within a residential care setting</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the regulatory framework in which aged care operates</li> </ul>
<ul style="list-style-type: none"> <li>• Computer literacy.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge and competency in the use of a computer, particularly Microsoft Office and medical record applications.</li> </ul>
	<ul style="list-style-type: none"> <li>• Operates in a manner that ensures confidentiality and privacy of residents, staff and other stakeholders</li> </ul>

**Employee's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_