

Position title:	After Hours Coordinator (AHC)	Position reports to:	Residential Care Operations Manager (RCOM)			
Background						
<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. SRV is responsible for the delivery of care across 271 residential aged care beds, 288 independent living units and we also care for the elderly in our community through home care packages. Services are delivered across 3 campuses however our care packages are delivered across Shepparton and the region. The 3 sites are:</p>						
<table border="0" style="width: 100%;"> <tr> <td style="width: 33%; vertical-align: top;"> <p>Rodney Park based in Mooroopna consists of</p> <ul style="list-style-type: none"> • Mooroopna Place: 100 bed residential aged care facility • 93 Independent Living Units </td> <td style="width: 33%; vertical-align: top;"> <p>Kialla Gardens based in Kialla consists of</p> <ul style="list-style-type: none"> • Banksia Lodge: 65 bed residential aged care facility • 109 Independent Living Units </td> <td style="width: 33%; vertical-align: top;"> <p>Tarcoola based in Shepparton consists of</p> <ul style="list-style-type: none"> • Administration • Home Care and Community Care Services • Hakea Lodge: 57 bed residential aged care facility • Maculata Place 120 bed residential aged care facility • 70 Independent Living Units • Support at Home Program </td> </tr> </table>				<p>Rodney Park based in Mooroopna consists of</p> <ul style="list-style-type: none"> • Mooroopna Place: 100 bed residential aged care facility • 93 Independent Living Units 	<p>Kialla Gardens based in Kialla consists of</p> <ul style="list-style-type: none"> • Banksia Lodge: 65 bed residential aged care facility • 109 Independent Living Units 	<p>Tarcoola based in Shepparton consists of</p> <ul style="list-style-type: none"> • Administration • Home Care and Community Care Services • Hakea Lodge: 57 bed residential aged care facility • Maculata Place 120 bed residential aged care facility • 70 Independent Living Units • Support at Home Program
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Role Statement						
<p>This role undertakes the day to day management of all operational issues after “normal” working hours, during public holidays and on weekends across SRV. This position is the most Senior Nurse on duty during these hours and will:</p> <ul style="list-style-type: none"> • Manage all operational requirements to ensure the effective and efficient running of SRV and the facilities; • Provide clinical leadership and support to Team Leaders; • Undertake complex assessments and implement best practice interventions that bring about positive outcomes for residents, their NOK and staff; • Oversee complex medical interventions; • Consultation with external allied health and medical personnel to make appropriate and timely decisions re the care needs of residents; • Provide appropriate and timely documentation that meets regulatory requirements; • Ensure that staffing levels meet the Master Roster including working to fill any gaps; • Report major issues and high risks to the RCOM during business hours and after hours to the On-Call Executive/Senior Manager eg Internal/external disaster (flood/fire); Priority 1 Serious Incident Response Scheme (SIRS) incidents; major staff injury 						

Reporting Statement/Working Relationships

Internally: reports to the RCOM and works collaboratively with all managers and team leaders within the organisation.
 Externally: works effectively with key external stakeholders (GPs, hospitals, allied health professionals), residents, NOK and/or representative.

Key Selection Criteria

<p>Qualifications/Skills</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Registered Division 1 Nurse; ▪ Minimum 5 years experiences post graduate experience; ▪ A working knowledge of the needs of elderly persons residing within a residential care facility; ▪ Demonstrated effective leadership skills; ▪ Excellent communication skills (written, verbal and active listening); ▪ Demonstrable effective problem solving abilities with complex issues; ▪ Demonstrable ability to execute time management whilst managing competing priorities; ▪ Ability to appropriately assess and manage risk at all levels within the organisation; ▪ An ability to work independently and is self motivated and able to influence and negotiate others to achieve organisational goals; ▪ An ability to successfully utilise computer medical record systems and computerised rostering systems; ▪ A current drivers licence.
<p>Additional Information</p>	<ul style="list-style-type: none"> • A police check/criminal record and NDIS check is required prior to employment and periodically during employment • All employees are required to be fully COVID vaccinated in accordance with Victorian Government directives or must be able to provide appropriate medical exemption documentation • Working across all sites, is required. • The probationary period for this position is 6 months (if a permanent role).

Key Result Areas	Key Activities	Standard Measures
SRV Values are always upheld in everything that you do.	<ul style="list-style-type: none"> • Ensure that the values of SRV are incorporated into daily practices in relation to all your activities 	<ul style="list-style-type: none"> • Be compassionate and provide support to residents and staff • Consistently show respect, care and teamwork • Seek opportunities to be innovative for improvement • Communicate and operate openly and honestly as an effective team member
Promotes and implements individualised, resident focused care that reflects the persons values and beliefs	<ul style="list-style-type: none"> • Promotes a resident focused approach in all activities and behaviours. • Involves the resident in their care. • See the resident as a person. • Treat the resident as an individual. • Includes resident’s beliefs and values in care plan. • Activities are resident focused based on input from residents. • Structures in place to ensure resident confidentiality are maintained at all times 	<ul style="list-style-type: none"> • All documents utilise a language that adheres to the values of SRV • Care reflects an extension of the resident’s prior lifestyle. • Communication reflects respect and a non-paternalistic manner.
Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace.	<ul style="list-style-type: none"> • Complete incident reports • Support health and safety representatives • Contribute to risk assessments • Participate in training and meetings regarding safety 	<ul style="list-style-type: none"> • Reports hazards, near misses and injuries immediately • Uses personal protective equipment • Comply with risk management policies and procedures and instructions • Attend all safety meetings and training sessions as required
Staff rostering / effective use of resources	<ul style="list-style-type: none"> • Monitor resident acuity levels to ensure that staff have the right resources to ensure resident needs are met and both the staff and residents are safe at all times. <ul style="list-style-type: none"> ○ Rosters may be filled utilizing overtime/agency staff as required at the discretion of the AHC; ○ Roster changes are communicated to the relevant Facility Manager, RCOM and Roster Coordinator via email 	<ul style="list-style-type: none"> • All facility rosters have an appropriate level of skill • Staff replacement is within budgeted/allocated resources ie the Master Roster

All Assessment and Care Plans are individualized, resident focused and completed in consultation with the resident, staff and NOK.	<ul style="list-style-type: none"> • Ensures residents have accurate up to date assessments/ care plans based on their needs. • Evaluate care plans and adjusts to reflect resident care needs. • Assessments are conducted in consultation with care staff • Care Plans are discussed with a residents NOK 	<ul style="list-style-type: none"> • Assessments and care plans are updated when there is a change in resident care needs • Assessment and care plans are of best practice
ADHERES TO ALL HEALTH AND SAFETY REQUIREMENTS FOR SELF, COLLEAGUES AND RESIDENTS	<ul style="list-style-type: none"> • Ensure that health and safety is at the forefront of your mind and actions and that you operate only in a safe manner at all times. • Read H&S Policies and Procedures and follow principles in work practices. • Report personal incidents and hazards promptly using the appropriate paperwork. • Practice safe handling and use of chemical • Use protective equipment and clothing when using chemicals. • Practice the principles of personal hygiene and presentation 	<ul style="list-style-type: none"> • Prevention - reporting areas of concern, in an appropriate manner, without delay. • Ensuring incidents, hazards and near misses are reported immediately and all paperwork is correctly completed and in a timely manner. • Demonstrates an understanding and commitment to H&S policies and procedures. • Demonstrates a sound knowledge and application of the hazard reporting system. • Evidence of safe storage and usage of chemicals • Protective clothing and equipment is used when required as per the SRV policies and procedures. • Evidence of good presentation is observed
Be an effective team member	<ul style="list-style-type: none"> • Work collaborately with team members in order to capture residents care needs. • Assists and supports staff in a manner that is empowering. • Promotes positive culture through active engagement in the workplace through concepts of <ul style="list-style-type: none"> ○ Choose your attitude ○ Be there for all ○ Make their day ○ Have fun 	<ul style="list-style-type: none"> • Responds quickly and appropriated to issues raised by Team Leaders, residents and their NOK and other stakeholders

Clinical Leadership	<ul style="list-style-type: none"> • Provide clinical leadership to all Shift Leaders (team leaders) which is responsive, of best practice and collaborative • Conduct complex bio psycho-social assessments and refer residents to appropriate health professionals (GPs) and or facilities (hospital) • Liaise with external health providers (ie GPs and hospitals) regarding the admission and or discharge of our residents • Oversee and manage complex medical interventions such as syringe drivers, IVs etc. • Approve the administration of PRNs and S8 medication 	<ul style="list-style-type: none"> • Shift Leader issues are responded to in a polite, responsive manner • Clinical leadership is of best practice • Clinical emergencies are responded to quickly and appropriately • Residents care is well documented, communicated and evaluated. • All interventions are of best practice and in line with the policies and procedures of SRV and all relevant legislation
Communication	<ul style="list-style-type: none"> • Promotes and actively demonstrates open honest communication with excellent listening, verbal and nonverbal skills. • Communicate effectively but respectfully to external health providers to ensure positive outcomes for residents. Identify risks and communicate these to the Operations Manager 	<ul style="list-style-type: none"> • All residents who require emergency treatment are referred to appropriate health facilities and or professionals in a timely and effective manner. • All residents NOK are notified of any changes in care and transfers to hospital • All issues that place the organisation at risk are reported immediately to the On-Call Support Executive/Senior Manager eg <ul style="list-style-type: none"> ○ Priority 1 SIRS ○ An established outbreak situation within a facility ○ Internal / External disaster ○ Any media requests ○ Major staff injury
Use resources effectively & efficiently	<ul style="list-style-type: none"> • Maximize the use of SRV resources appropriately 	<ul style="list-style-type: none"> • Staff replacement is within budgeted resources
Meet the needs of the Organisation, resident & staff	<ul style="list-style-type: none"> • Undertake any other tasks commensurate with the classification of this position 	<ul style="list-style-type: none"> • Meet the needs of organisation, residents and staff

Inherent Position Requirements: Shepparton Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of this position (with reasonable adjustments if required). This role may require the following tasks however it is not limited to the following:

	Tasks	Occasionally (1-33%)	Frequently (34-66%)	Very frequent (67-100%)
Physical	Assisting residents to reposition, transfer and ambulate		✓	
	Standing and walking			✓
	Bending, kneeling, squatting, crouching		✓	
	Tasks involving manual dexterity			✓
	Tasks involving pushing and pulling		✓	
	Lifting and carrying objects (as per our minimal lift policy)		✓	
	Computer work		✓	
	Sitting for extended periods	✓		
	Neck flexion/extension and rotation	✓		
	Climbing stairs, ladders			
	Driving motor vehicles/machinery	✓		
	Walking over uneven surfaces	✓		
	Handling unstable objects or people	✓		
Exposure to vibrations				
Psychosocial	Dealing with distressed staff, residents, families and visitors		✓	
	Working with residents with cognitive impairments and associated behaviours		✓	
	Working with residents at the end of their life		✓	
	Requirement to meet urgent timelines		✓	
	Exposure to distressing situations	✓		

Environmental	Exposure to chemical hazards – dust, gases, fumes, liquids, hazardous substances e.g. cytotoxic medication			
	Working in confined spaces			
	Working in temperature extremes and exposure to outdoor elements, e.g. cool rooms and working outdoors			
	Slippery or uneven surfaces	✓		
	Biological hazards – body fluids, bacteria, infectious diseases			

I acknowledge:

- That I have read and fully understand the Position Description
- I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures
- Shepparton Villages may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Signature:

Name (PRINT)

Date:
