

POSITION DESCRIPTION



Department: Aged Care
Position: Clinical Lead – Registered Nurse
Position Classification Level: Community Service Worker Classification Level 6-7 (as per Northside’s Enterprise Agreement)
Reports to: Director (Aged Care)

POSITION OBJECTIVE

The Clinical Lead - Registered Nurse at Northside Community Service is responsible for providing clinical care and management within the In-Home Aged Care Support program, including performing assessments and direct care in line with client Support Plans. This role encompasses leadership in coordinating care, supervising and developing staff, and driving quality and compliance with health standards. Additionally, the Clinical Lead will engage with the community and uphold the organisation's values, ensuring client information confidentiality and promoting a culture of equity and safety. The objective is to ensure high-quality, comprehensive care that supports client wellbeing and enhances Northside's community service reputation.

KEY RESPONSIBILITIES AND DUTIES

- **Client Management**
 - Carry out intake, comprehensive assessments, follow-ups, and clinical reviews at clients' homes, prioritising those with specified health/clinical needs.
 - Deliver direct clinical care as per clients' Support Plans, covering wound care, medication administration, and blood pressure monitoring.
 - Organise case conferences, make referrals, and engage with other healthcare providers for additional clinical assessments (e.g., Aged Care Assessment Team, GPs, Allied Health, Emergency Department Social Workers).
 - Act as the primary contact for any changes in a client's physical or mental health, providing guidance on necessary actions.
 - Address client emergencies, injuries, and incidents according to Northside’s policies.
 - Investigate incidents, identify trends, and promptly respond to client feedback and clinical care concerns.
 - Supervise medication management and assistance within the scope of In-Home Aged Care Support.
- **Staff Management**
 - Allocate clinical and personal care tasks to suitable staff, offering supervision, leadership, and support to clinical and Home Support teams.
 - Develop and apply clinical interventions and strategies for addressing care concerns.

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- Support the Director – Aged Care in enhancing clinical skills and, if needed, formulating staff performance improvement plans.
- Engage in Clinical Quality and Safety meetings consistently.
- Oversee the risk notification system and prepare clinical reports as necessary.
- Ensure team practices meet Northside Policies, resolving any conduct or performance issues in collaboration with the Director – Aged Care.
- **Quality Management**
 - Lead initiatives for ACQSC accreditation and maintain quality standards in partnership with the Director - Aged Care.
 - Manage and refresh the organisation's self-assessment and quality improvement efforts concerning clinical care and governance, in consultation with the Director – Aged Care.
- **General Duties**
 - Advocate for Northside Community Service in public forums and meetings, boosting program visibility in the community.
 - Build robust relationships with referral agencies and community groups to improve client outcomes.
 - Ensure the accuracy and confidentiality of client information in Northside’s client management system.
 - Collaborate with the team in customer service tasks such as call handling, managing referrals, booking appointments, preparing rosters, and responding to enquiries.
 - Commit to fairness and non-discrimination in the workplace, complying with organisational and legal Health, Safety, and Environment standards.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. **Clinical Expertise:** Demonstrated experience in providing high-quality clinical care, including assessments, wound management, medication administration, and health checks.
2. **Leadership and Supervision:** Proven ability to lead, supervise, and mentor clinical and support staff, with a focus on fostering a collaborative and supportive team environment.
3. **Care Coordination and Case Management:** Experience in coordinating comprehensive care plans, including case conferences, referrals, and liaising with external healthcare providers.
4. **Quality and Compliance:** Knowledge of and experience with healthcare quality standards and compliance, particularly in aged care, including experience with accreditation processes and quality improvement initiatives.
5. **Risk Management:** Ability to identify, assess, and manage clinical risks, including emergency situations, injuries, and incidents, ensuring adherence to policies and procedures.
6. **Communication and Interpersonal Skills:** Excellent communication and interpersonal skills, capable of effectively engaging with clients, families, team members, and external agencies.
7. **Client-Centered Care:** A strong commitment to providing client-centered care that respects the dignity, choice, and independence of individuals.
8. **Professional Development:** Commitment to ongoing professional development and the ability to assist in developing clinical competencies within the team.
9. **Teamwork and Collaboration:** Demonstrated ability to work collaboratively within a team and contribute to a positive workplace culture.
10. **Legislative and Ethical Compliance:** Understanding of and adherence to relevant legislation, ethical standards, and workplace policies, including health, safety, and environment requirements, and principles of equity and anti-discrimination.

QUALIFICATIONS AND/OR TRAINING

- Registered Nurse Qualifications with current AHPRA registration: or
- Relevant Degree in Aged Care or related discipline with at least one-year relevant experience; or
- Associate Diploma in Aged Care or Community Services and at least 3 years' relevant experience; or
- Certificate IV in Aged Care or related discipline and at least 5 years' relevant experience.
- Full driver's licence.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving to clients' or partnership organisations' locations.
- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

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