



Job Description

Clinical Services Coordinator

The Clinical Services Coordinator leads and manages the clinical team to ensure high-quality, resident-focused care by supporting the development and review of care plans, providing clinical leadership, and supervising day-to-day operations. Their responsibilities include supporting the nursing staff in assessing resident needs, consulting with families and supporters, ensuring care is person-centered and tailored to individual preferences, and managing staff performance.

The CSC is also key in identifying risk, monitoring and initiating quality improvement initiatives, and ensuring compliance with all legislative requirements. The Clinical Care Coordinator works closely with the with clinical team and the Residence and Clinical Manager to support clinical care requirements as required across the village including the Independent Living Units (ILU's) and the Assisted Living Accommodation (ALA's) as required.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Village Operations
Reporting Line	Residence and Clinical Manager
Contribution / Responsibilities	<ol style="list-style-type: none"> 1. Clinical Team Supervision – Supervision, management and development of clinical team, including Registered and Enrolled Nurses and Personal Carers. 2. Facilitate the culture of the clinical team as per Summerset’s Care Charter, within the residential aged care (RAC) centre and across the wider village as required. 3. Proactively work as part of a wider team in the delivery of funded aged care services to create positive resident experiences. 4. Maintain effective relationships with residents, their families, supporters and other stakeholders to engage in care and services delivery. 5. Contribute to the orientation and induction of new clinical staff, ensuring awareness and understanding of escalation pathways for concerns, incidents and clinical related issues 6. Mentor and coach clinical staff, ensuring they are motivated and skilled to provide quality care and ensure residents enjoy living at Summerset. 7. Take charge of the RAC in the absence of the Residence and Clinical Manager, providing direction to care staff and oversee operations. 8. May be required to act as reliever for Residence and Clinical Manager from time to time with the support of the Village Operations Manager. 9. Contribute to preparation for audits, implementation of policy changes and liaison with ACQSC and SEPHU and other relevant external agencies as required. 10. Contribute to: <ul style="list-style-type: none"> • Clinical input required for induction, coaching, training performance and recognition requirements of the RAC staff • Clinical assessments to ensure suitability of admissions / occupancy. This will include clinical assessments for residents coming into the RAC and the wider village. • Investigations of incidents and implementation of clinical correctional actions • Care staff allocation on shift to ensure safe staffing levels that meet resident care and services needs • data collection for clinical audit requirements, e.g. medication management, infection control, quality indicators etc • Coordinate clinical service delivery and referrals with General Practitioner(s) and Allied Health Providers, this includes but is not limited to Physiotherapy, Occupational therapy, Podiatry and Speech and Dietetics. 11. Lead the clinical team in clinical assessments for creation, review, and monitoring of individual care plans for residents., 12. Communicate effectively to ensure that the care plans are understood and adhered to by staff delivering care. 13. Delegate and oversee clinical requirements for restrictive practices, infection control and manual handling. 14. Identify and lead opportunities for improvement in clinical care and services. 15. Contribute to staff meetings chaired by the Residence and Clinical Manager 16. 16. Seek additional clinical input as needed from local specialists, cooperate partners, SEPHU and the Summerset Clinical Governance team. 17.. Guide prudent use of clinical and medical resources including: <ul style="list-style-type: none"> • Ensuring resources and products are managed in a cost-effective manner e.g. continence products, gloves, wound care products

	<p>and other medical supplies without compromising appropriate standards of care</p> <ul style="list-style-type: none"> • Identifying and acting on opportunities to improve efficiencies • Advising the Residence and Clinical Manager of clinical care that has a cost impact. <p>18.. Maintain own competence and professional development, consistent with Nursing registration requirements</p>
People Leadership	<ul style="list-style-type: none"> • Supervision, management, and development of clinical team, including Registered and Enrolled Nurses and Personal Carers. • Facilitate the culture of the clinical team as per Summerset’s Care Charter, within the residential aged care centre and wider village as required.
Health & Safety	<ul style="list-style-type: none"> • Be a proactive contributor to ensuring the health and safety of our people, our customers, our associated providers, and our residents. This includes conforming to Summerset’s safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	<ul style="list-style-type: none"> • Current registration with the Nursing and Midwifery Board of Australia (NMBA) as a Registered Nurse A genuine interest in working with older people and their supporters and an understanding of clinical care and services as they are delivered in a RAC within a retirement village setting. • Leadership and management expertise, including success leading a clinical / health care team. • Effective communication skills. • Demonstrated ability to think rapidly and effectively in a fast-changing clinical environment. • Demonstrated ability to act in the role of both an astute nursing provider and a compassionate counsellor requires an equal blend of nurturing and effectiveness. • Strong time management and organisational skills. • Demonstrated interest in the ongoing development and training of staff. • Sound understanding of risk management within a clinical environment, mitigating risk to residents / staff / visitors and the organisation. • Demonstrated ability to take the lead, remain calm under pressure and be emotionally resilient.
Relationships	<ul style="list-style-type: none"> • Residents, families and supporters • Residence and Clinical Manager • Clinical Team • Village Operations Manager • Village Staff • Business Manager • Chef Manager • Property Manager • Rostering & Administration Coordinator • Care Sales and Admissions Manager • Regional Clinical Quality Manager • External health professionals
Dimensions	

	<ul style="list-style-type: none">• Supervision of the Clinical Team – Registered Nurses, Enrolled Nurses, Personal Care Workers• Nil - opex / capex budget
Other	This job includes all the main duties and responsibilities of the role; however, you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of the Residence and Clinical Manager and/or Village Manager

Values		
 STRONG ENOUGH TO CARE We treat our residents like family. We do what's right. We respect people as individuals.	 ONE TEAM We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 STRIVE TO BE THE BEST We work hard. We like to win. We're always learning and improving.

