Summerset

Job Description

Clinical Manager

The purpose of the role is to enable Summerset's purpose of "bringing the best of life" for village and care residents by providing clinical expertise and support across all aspects of care and services within the village. This role includes responsibility for leadership and management of the clinical and care team that provides quality care to residents receiving rest home level of care.

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.

Business Unit	Operations
Department / Team	Head Office Operations
Reporting Line	Village Manager
Contribution / Responsibilities	1. People Leadership – Manage and develop direct reports with full accountability for all aspects of recruitment, rostering, induction, coaching, performance and recognition within the parameters of company delegations. Ensure the Care Centre is sufficiently resourced within the safe staffing model for Summerset to enable appropriate service delivery. This includes a pro-active approach to appointing and maintaining resource roles such as Caregiver Coach's, sufficient numbers of appropriately qualified staff including registered nurses, caregivers and DT/RT's. 2. Lead and drive the culture of the clinical team within the Care Centre, fostering collaboration within the Care Centre environment and proactively working as "one team" across village and care to create positive resident experiences. 3. Support the Summerset "person centred" model of care and clinical strategy by ensuring a resident first approach to the culture within the care centre and appropriate application of policy, procedure and quality system requirements. Promote an environment where residents are encouraged to remain active in a safe environment, participate in activities of daily life, relationships of value to them and social activity that supports their wellbeing. 4. Manage and monitor the systems of care as required by Summerset policies using the Clinical Nurse Lead Schedule as a guide. Ensure that key tasks and timeframes are adhered to including initial care plans, InterRAI assessments, long term care plans and MDT reviews as examples. Ensure all residents have a key worker assigned and the tasks of the role are achieved in accordance with Summerset policies. Communicate effectively to ensure that the care plans are understood and adhered to by staff delivering care. 5. Maintain effective relationships with residents, their families and key stakeholders such as DHB Planning and Funding roles and NASC and ensure direct reports are supported to achieve the same approach and desired outcomes. 6. Support village manager to assess village residents care and support needs and provide advice on village admissions, care and service packages and navigation of the health system to access support as appropriate for their assessed needs. 7. Act as a role model, mentor and coach clinical staff, ensuring they are confident and skilled to provide quality care and enabled to support the person-centred model of care. This includes ensuring delivery compulsory learning and development sessions for staff, promoting uptake of training opportunities, professional body requirements such as nursing council requirements and PDRP for registered staff and Careerforce for caregivers and DT/RT's. 8. Ensure RNs have the ability to coordinate the response to a specific incident if on duty and make any decision required in your absence. On certain shifts, the RN will be the most senior person on site and have responsibility for making any decisions in the Care Centre and wider village. 9. Provide clinical leadership and direction to care staff on clinical reasoning and decision making to ensure the residents needs are met. Ensure clinical staff are supported to source additional clinical input including referral to specialist services such as palliative and hospice care services, pain management specialists, wound care specialists and dementia care specialists. Take an active role in leading handover when on duty and demonstrate leadership and effective direction and delegation for care centre staff.

	10. Coordinate clinical service delivery with NASC, General Practitioner(s) and Allied Health Providers, this includes but is not limited to Physiotherapy, Occupational therapy, Podiatry, DHB specialists and relevant external relationships 11. Ensure responsibilities in relation to quality systems and quality improvement are achieved including events and incidents, monitoring of systems of care using VCare, planning and co-ordination activities such as internal audits, regular meetings and forums, preparation for audits, implementation of policy changes as examples. 12. Delegate and oversee clinical requirements for restraint, infection control and manual handling/moving and handling people. Identify co-ordinators and taking an active approach to meet standard requirements. 13. Guide prudent use of resources and effective management of costs including: • Ensuring resources and products are managed in a cost-effective manner e.g. incontinence products, gloves, wound care products and other medical supplies without compromising appropriate standards of care • Identifying and acting on opportunities to improve efficiencies • Advising the Village Manager of clinical care that has cost implications. • Managing rosters within the Summerset safe staffing model 14. Maintain own competence and professional development, consistent with NCNZ PDRP requirements (as at the document date, this includes 60 hours of training every three years). 15. Health and Safety - Be a proactive manager and contributor to ensuring the health and safety of our people, our customers, our contractors 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. 16. There is the expectation that the Clinical Manager will be available outside of working hours to attend to urgent requirements as and when required.
People Leadership (if applicable)	Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.
Health & Safety	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors 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	• Registration with the Nursing Council of New Zealand as a Registered Nurse with a current practising certificate. • A genuine interest in working with older people and an understanding of clinical services as they are delivered in 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. • Nursing Council Competence as per the PDRP (DHB) System – minimum Level 2. Preferably Levels 2 – 4 and ideally a minimum of five years' postgraduate aged care experience. • 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. • Meets NZNC competencies as attached.
Relationships	• Care Centre residents, their families and personal networks • Care Centre team members • Village Manager and other Village team members • Summerset Operations staff, e.g. Clinical Quality Assurance manager, Regional Quality Manager • NASC Agency and other DHB staff • External health professionals
Dimensions	• X direct reports • X 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 head of Clinical Services.

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.