



Job Description

Clinical Nurse Lead

The purpose of the role is to work in partnership with the Care Centre Manager leading and directing the care centre team to deliver excellence in clinical and care services, ensuring Summerset values are met. The Clinical Nurse Leader is responsible for implementing and monitoring of the care systems, processes & approaches to ensure the clinical and care needs of the residents are met.

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.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Village Operations
Reporting Line	Care Centre Manager
Contribution / Responsibilities	Customer Service / Resident care - Lead a Person Centred Philosophy of care taking accountability for the required standard in Information Management across all clinical documentation systems from admission to discharge. This includes clinical assessments, care plans; monitoring of care staff practices ensuring Best Practice Clinical guidelines are utilised at all times and ongoing clinical outcomes are evaluated and reported on in timely manner. Oversee the clinical care of high risk and medically complex residents. - Consult with residents and their advocates to establish shared expectations of care and service delivery. Ensure residents are offered choice and flexibility and residents and their advocates are supported in making informed decisions. Be visible and proactive in responding to issues and complaints and resolve where practical and / or act as an escalation point when unable to resolve on the spot Model of care delivery - Ensures Summerset team members and external service providers deliver services as per the Summerset model of care and values. Facilitate and co-ordinate a strong multi-disciplinary approach to delivering resident care. Act as a clinical liaison for health care team members with a key focus on the primary care team, pharmacists, podiatrists, physiotherapist, dietitian, and specialist services that are required for individual residents. - Co-ordinate effective transitions of care including handover processes in partnership with CCM. Manage workflows and workloads ensuring responsibilities are clear to all team members. Always support effective direction and delegation of care to all team members of the caregiver and RN team acting as a role model yourself. Quality Clinical Performance Effectiveness - Collect data and report on practices and clinical processes and outcomes through actively engaging in internal audits, reviews of clinical events including root cause analysis, surveys, audit reports and VCare compliance reporting as examples. Identify and plan improvements utilising a range of methods including meeting forums, clinical training and one on one support for team members. Ensure ongoing improvement is transparent with the CCM in a manner that ensures reasonable and achievable allocation of responsibility. Risk Management - Identify clinical risks where actual or potential injury to residents are mitigated through thorough risk assessments. Ensure that staff have access to, understand and comply with clinical, operational and regulatory compliances. Demonstrate active involvement through Clinical Indicator reporting, Work Health and Safety compliance, Incident and Accident reporting, Hazard management and Mortality reviews. As above these responsibilities are achieved in partnership with the CCM. Education and Training - Assess and develop the RN capability and clinical skills through coaching and mentoring and utilising both internal and external resources to support the RN's development needs - Elevate education and training needs where additional support is required to address the need - Support the clinical team PDRP completion and learning and development needs in partnership with the CCM - Engage in Learning and Development opportunities with external programs; participate in internal education opportunities

	• Ensure clinical competencies are completed • Assist Care Centre Manager in identifying and growing talent pool • Support orientation process for new team members in partnership with CCM • Support training and development needs of caregiver team in partnership with the CCM Opportunistic Resident Recruitment • Promote Care Centre services where an opportunity presents itself e.g. visiting community members; GP clinical rounds; professional networks e.g. Social workers; ED interactions. Be fully cognisant and confident in managing care enquiries including Summerset Serviced Apartment model. Additional responsibilities • Support effective use of resources to support resident outcomes, contain costs and realise potential efficiencies in partnership with CCM • Act up into the role of Care Centre Manager as required during periods of absence and leave. Participate in the on-call roster for the Care Centre as agreed with the CCM • Utilise skills and strengths to contribute to the effective running of the care centre including the quality of life of the residents. This could involve being portfolio holders of areas of interests, leading or participating in quality improvement initiatives or undertaking delegated responsibilities from the Care Centre Manager • Additional responsibilities will have time and resources allocated as required to ensure they are achievable within the role. Additional areas of responsibility will be agreed between the CNL and the CCM with input and support from the RQM. Agreed tasks and resources allocated will be documented as part of the CNBL's goals and professional development plan for the current year • Routine tasks of the role are covered in the CNL role guide schedule and provide guidance to the role on a daily, weekly and monthly basis. This schedule is a document that requires frequent updating as indicated when systems and processes change within Summerset
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	• Registered Nurse with a current NZNC practicing certificate – minimum of five years post graduate experience desirable • PDRP achieved at achieved to level 2-4 • Experience within the aged care sector preferred • Passionate about delivering resident / person centred care and working with older people • High degree of clinical expertise and the ability to apply critical thinking skills in the aged residential care setting • Excellent interpersonal and intercultural communication skills and a strong team player • A professional nurse leader with a strong commitment to be a positive influence, coach and mentor • Experience and ability to direct and delegate care to caregivers, RN's and other team members as appropriate • Understanding of HDSS NZS 8134:2008 and Residential Care Contract including respite • Computer literacy including Excel, Word and PowerPoint and clinical care systems • Ability to use the required health and clinical systems within Summerset • Motivating and engaging leadership style • Bi-cultural awareness and the ability to adhere to the principles of the Treaty of Waitangi

	• Effective communication skills and an ability to connect with people – in particular Summerset residents, families and visitors, both current and perspective • Demonstrated ability to apply clinical governance principles and a commitment to continuous improvement • Adaptable, flexible and resilient in a fast-changing clinical environment • An ability to lead remaining calm under pressure • Time management skills • Problem solving • Customer focus • Directing others • Managing diversity • Motivating others • Good planning skills and the ability to see the bigger picture • Time and conflict management
Relationships	• Village Managers and all village and care staff • Regional Operations Manager • Residents, families and visitors • External stakeholders within the health system including primary care team members, NASC, nurse specialists, pharmacists, podiatrists, dietitians as examples
Dimensions	• Nil direct reports • 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 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.