

POSITION DESCRIPTION



TEAM MANAGER – CLINICAL SERVICES

Position Number:	4210012
Department:	Support Services - Clinical
Division:	Operations
Location:	The role will be predominantly office based (onsite and remote). It will involve travel to all Friendly and Graceful Care Services sites.
Employment status:	Permanent Full Time
Classification:	Social, Community, Home Care and Disability Services Award 2010, Social and Community Services Employee Level 6 plus superannuation
Date:	November 2023

POSITION OBJECTIVES

The Support Services Business Unit of FGCS protects and enhances the safety, health and well-being and quality of life of people receiving disability supports by driving a high standard of clinical rigour across the organisation. Reporting to the Chief Support Services Officer (CSSO), the Team Manager – Clinical Services is a registered nurse who provides clinical advice and support to FGCS staff to assist them in understanding and interpreting clinical information, identifying, and responding to clinical risk and making regulatory decisions aligned with our Clinical Governance Framework and the NDIS Practice Standards and Quality Indicators.

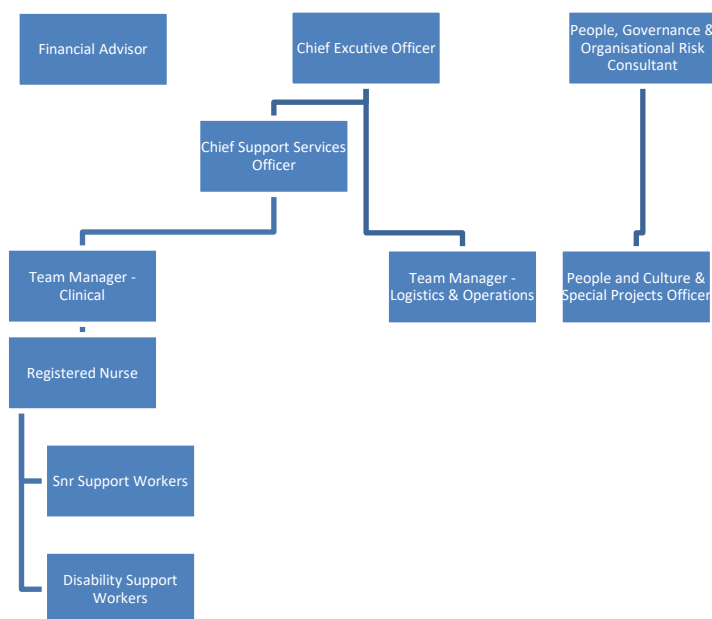
The Team Manager – Clinical Services, provides clinical leadership across FGCS, leading and supporting other registered nurses to develop their clinical knowledge in relation to disability supports and apply that knowledge to their regulatory role. The Team Manager, Clinical Services will also be required to provide clinical input into the development of education, guidance, and resources for FGCS staff, its participants, and their families as well as the public.

The Team Manager – Clinical Services will be supported by a hybrid (centralised and remote) team that will provide expertise, leadership and support on matters concerning Clinical Consultancy Advice, Quality and Risk, People & Performance and Compliance Requirements.

The role requires the incumbent to be on call and/or undertake duties outside of normal business hours in order to meet operational requirements. In addition, the incumbent may also be required to undertake duties at other sites on a permanent, temporary or relief basis as required, and/or undertake relevant projects under the direction and guidance of the Executive Leadership team.

ORGANISATIONAL RELATIONSHIPS

Reports to :	Chief Support Services Officer
Directly Supervises:	Registered Nurse
Internal Liaisons:	Chief Executive Officer; Team Manager – Logistical Operations; People and Culture & Special Projects Officer; and employees at all levels
External Liaisons:	External Consultants (as required) – Clinical Advisor; People, Governance & Organisational Risk Consultant; NDIS; Health Sector; Members of the Public; Families and Guardian; Government Departments and Funding Bodies and other groups as identified



KEY RESPONSIBILITIES AND DUTIES

Primary Position Objective

The position of Team Manager – Clinical Services will professionally and operationally lead within their area of responsibility to provide an efficient, effective, and safe service within the available resources; ensuring contemporary models of nursing care are implemented and evaluated in response to the changing needs of the disability sector, and is responsible for:

- Identifying and leading quality improvement projects, including healthy eating options, enhancing handover, documentation and record keeping.
- Facilitating change utilising evidence based best practice.
- Identifying improvement opportunities through analysis of participant and family feedback
- Driving continuous improvement across FGCS with a specific focus on the high intensity services.

Operational

- Take lead responsibility for the Clinical Services within the Support Services Business Unit and providing empowering leadership for the Support Services teams, line managing effectively all direct reports, supporting and developing them to achieve their agreed business objectives, modelling appropriate leadership styles and coaching managers as appropriate to achieve the required outcomes.
- Provide both strategic and operational advice to the Executive Leadership team and others in the leadership team.
- Foster excellence in quality nursing standards, practice, and professional conduct and develop senior nursing leaders.
- Comprehensively manage within allocated resources of time, people, and money by promoting efficiency, productivity, and participant safety

Clinical Management

Ensure the development and implementation of a Clinical Governance Framework which allows registered nurses to:

- Ensure effective two-way communication within and between Clinical teams.
 - Encourage cross-functional integration, support and coordination, especially with regard to organisation-wide goals and objectives.
 - Develop and implement clinical policies and standards in a cohesive manner.

- Ensure participants receive appropriate care as documented in their comprehensive care and support plan (including lifestyle and nutrition preferences).
- Oversee the implementation of assessments and care planning for new participants upon admission to FGCS.
- Ensure the facility is cleaned to the required standards, manage infection and outbreaks of disease.

Quality Management /Continuous Improvement

- Working with the Consultant(s):
 - ensure the development and achievement of evidenced-based standards of clinical practice to ensure participant safety and quality requirements are optimal.
 - facilitate a culture of continuous improvement and evaluation at the facility to ensure the successful achievement of the Practice and Quality Standards at all times.
 - conduct quality audits and ensure the timely completion of this process per the schedule.
 - ensure audit data is appropriately analysed and reviewed and improvement opportunities are identified and implemented.
- Ensure compliance with the implementation of policies in the following areas:
 - the handling of critical incidents, complaints and the standards of assessment and sound educational and correctional procedures for the handling of major professional issues
 - the investigation of major support, clinical incidents and complaints, and the undertaking of corrective action where necessary
 - the use of benchmarking and the development of best practice
 - general oversight of the implementation of professional assessment processes and corrective action
 - development and maintenance of key partnerships crucial to the success of the role
 - collaboration with other key professionals within all leadership tiers
- Ensure the lifestyle and community activities provided and/or facilitated by FGCS supports the participant's wide range of interests and provides participants with a variety of activities that maximise their independence, choice, and decision-making links with the community and cultural or spiritual needs.

Staff Management and Education

- Promote the philosophy of the FGCS vision and values among all employees by ensuring that the participant is at the forefront of everything we do.
- Organise functional teams to ensure the completion of all organisational and directorate goals and ensure effective team management and communications are developed and maintained.
- Ensure team members are managed in accordance with good employer practices and current staffing policies and agreements.
- Review annually professional performance of the nursing teams in terms of their professional leadership responsibilities
- Provide support to foster the growth of the nurse teams and ensure succession planning for these roles.
- Provide a mentoring role to nursing staff and ensure appropriate career development through all levels of practice.
- Work with People & Culture and the Team Manager, Logistics & Operations to:
 - ensure access to appropriate learning and development that equip all staff in the Support services to deliver the service requirements and to provide an effective employee engagement/communication.
 - ensure adequate training opportunities are available for staff to maintain their base and extended competencies and legislative compliance.
 - negotiate with external training institutions on issues of training and development and maintaining a close relationship with the appropriate external training institutions.
- Provide input into the strategic workforce planning processes ensuring that nursing and disability support factors and impacts are considered.
- Provide leadership in the form of advice, coaching and support for nurses to develop their workforce and to manage difficult staffing situations within their teams.
- Monitor staff numbers/skill mix/workforce indicators and identify trends and make recommendations using validated tools.

Staff Management and Education

Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position manages resources and provides specialist advice to the Executive team, employees and participants, and has input into the development of policy. Freedom to act is governed by policies, objectives and budgets with regular reporting to ensure achievement of goals and objectives.

The work in policy formulation involves work of an investigative, analytical or creative nature. The quality of work can have a significant effect on the policies that are developed.

MANAGEMENT SKILLS

The incumbent must demonstrate:

- Demonstrated ability to effectively plan, organise and manage own time, and that of other employees, to achieve specific and set objectives within the resources available and conflicting pressures.
- Excellence in leading a team of professionals to effectively deliver and achieve business plan deliverables on time and on budget.
- The ability to establish team goals and lead staff on a change journey.
- Proven experience in developing and reporting on service levels and key performance indicators.
- Facilitate and coordinate the efforts and output of the team to deliver against overall FGCS objectives and priorities and team service standards.
- Periodically review the currency and effectiveness of relevant policies and recommend amendments/additions.
- Ability to identify key opportunities, set goals, prioritise work programs and meet deadlines.
- Demonstrated ability to adhere to budgets, policies, and procedures.

KEY BEHAVIOURS

The incumbent must have:

- High emotional intelligence, resilience, transparency and integrity
- Strong oral and written communication skills
- Effective delegator and ability to coach/mentor existing management team and staff for self-managed success
- Flexible, innovative and proactive
- Practice and role model accountability in the workplace and take personal responsibility for results

RESPONSIBILITIES FOR ALL FRIENDLY AND GRACEFUL CARE SERVICES EMPLOYEES

Work Health and Safety

Friendly and Graceful Care Services is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Work Health and Safety Act 2012 (SA) and all Regulations, Codes of Practice, and Friendly and Graceful Care Services policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others
- Participate in Work Health and Safety training
- Assist with audits of work procedures, equipment and workplaces
- Identify areas of improvement by contributing to the Safety System within Friendly and Graceful Care

Services

- Contribute ideas and suggestions that promote safety awareness
- Be aware of emergency procedures
- Report unsafe work practices, incidents, hazards and near misses
- Report unacceptable workplace behaviours such as harassment and bullying
- Promote and champion a culture of safety within the workplace

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested
- Demonstrate an understanding of, and a commitment to, Friendly and Graceful Care Services' Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities
- Comply with Friendly and Graceful Care Services records management processes
- Keep accurate and complete records of business activities and decision making
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Participant Engagement

Friendly and Graceful Care Services is committed to enhancing the opportunities it provides to participants to be involved in its decision making processes. Employees are required to demonstrate a commitment to participant engagement. This includes:

- Adhering to Friendly and Graceful Care Services' participant engagement strategy, policy, and framework
- Providing genuine opportunities for participants to be involved in relevant Friendly and Graceful Care Services' decisions and projects
- Involving participants, family/guardians and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Working against the relevant Competency Framework as it applies to the role
- Providing participants, family/guardians and stakeholders with relevant and timely information to inform their participation

Equal Opportunity

Friendly and Graceful Care Services' offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy Act 1988, the freedom of Information Act and Friendly and Graceful Care Services' Information Privacy and Health Records policies. Both during and after employment with Friendly and Graceful Care Services', employees must not:

- Communicate confidential or private information to third parties.

- Make use of any information gained through employment at Friendly and Graceful Care Services for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- Tasks within this role are occasionally required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week
- Employment is subject to a satisfactory six month probationary period
- Employees must comply with Friendly and Graceful Care Services’ Employee Code of Conduct
- A current South Australian driver licence
- Maintain a satisfactory National Criminal History Check and other NDIS mandatory screening
- Some regular out of hours work will be required.
- Some intra and interstate travel may be required.

QUALIFICATIONS AND EXPERIENCE

Mandatory

The incumbent requires the following:

- Registered Nurse with Bachelor of Nursing or equivalent
- Current registration with AHPRA with a minimum 3 years’ experience in roles with management or quality improvement responsibility
- Current unrestricted full SA Drivers Licence
- Experience in redesign and/or improvement methodologies with a specific focus on quality improvement and clinical risk management
- Significant experience in the provision of high quality supports for people with a disability
- Proven experience as a clinical leader, preferably in a complex, diverse, multi-disciplinary environment
- Exceptional communication, negotiation, influencing and advocacy skills with proven experience in change management and an ability to effectively work within a multidisciplinary environment
- Demonstrated ability to effectively engage with a diverse range of internal and external stakeholders
- Ability to understand, analyse and report performance data
- Demonstrated understanding of sector wide disability and health issues and the ability to inform strategy regarding service delivery models and associated costs.
- Demonstrated commitment to own continuing professional development

APPROVAL

Prepared By:	People, Governance & Organisational Risk Consultant
Approved By:	
Date:	November 2023
Employee Acceptance: <i>(name and signature)</i>	
Date:	

PLEASE NOTE:

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary. Position Descriptions and staff performance will be reviewed regularly. In signing this document, I confirm that I have read, understood and acknowledge the Position Description for this position and agree to operate within its bounds.