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## POSITION DESCRIPTION

<b>POSITION:</b>	<b>Case Manager/Clinical Team Leader</b>
<b>DEPARTMENT:</b>	Princes Court @ Home
<b>REPORTS TO:</b>	Home Care Coordinator
<b>STAFF RESPONSIBILITY:</b>	NIL
<b>OTHER KEY</b>	Princes Court staff  External- Aged and health service providers, families, community members, relevant community agencies, Aged Care Quality and Safety Commission, sub-contractor businesses, legal professionals and industry associations.
<b>REMUNERATION:</b>	Employment Contract (up to five years) at three-day equivalent (22.5 hours). The role may increase to full time (Princes Court would be open to shared job arrangements if this occurs).
<b>ENTERPRISE AGREEMENT:</b>	Princes Court (Trading as Princes Court Homes Hostel), ANMF and HSU Enterprise Agreement 2017.

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## ABOUT PRINCES COURT

Princes Court Ltd, (incorporating Princes Court Homes, Princes Court Village and Princes Court at Home) is an independent, not for profit, community owned organisation managed by a voluntary Board of Management. Sunraysia's leader in aged care and independent living, Princes Court is a well-respected part of the community.

Princes Court has operated in excess of 65 years with expertise and experience in managing a range of options from independent living through to high care and dementia specific care. We offer an accredited facility, supported by more than 130 staff and provide 55 lifestyle retirement units and a home for 100 permanent and two respite residents. Princes Court has also recently expanded into Home Care.

Princes Court Home's personal centred care philosophy ensures comfort and security for Mildura's aging residents.

## POSITION PURPOSE

This is a unique role to be the clinical and quality governance lead and the development of internal nursing services within a growing Home Care business. The role will also encompass supporting clients from initial meeting and guidance through navigating the My Aged Care system, to working with our clients to develop goals that promote choice, control and independence. These goals drive individualised budgets and support plans to allow our clients to thrive in their own homes.

## **DUTIES AND RESPONSIBILITIES**

- Lead the staff to ensure the principles of the consumer directed care is the focus of all interaction with clients and their representatives.
- Lead and monitor all clinical processes to ensure quality and clinical governance is a priority
- Ensure all Care Plans are developed and followed with the client's wellbeing as the goal and meet the relevant Standards, legislation and other regulatory or contractual requirements associated with program funding.
- Provided effective, high level communication in all aspects of interaction with clients, representatives, visitors, or staff through appropriate channels, in a timely manner.
- Complete auditing processes, identify quality improvement outcomes
- Coordinate all aspects of care delivery including assessment, monitoring and care planning.
- Ensure all adverse events related to clients are documented and reported.
- Ensure that complaints are recorded, effectively escalated and appropriately managed.
- Manage risk and maintain documentation and policy requirements.
- Assist customers to navigate the aged care system, ensuring they receive the best possible range of care to meet their needs
- Encourage customers to remain independent and be an active participant in their community
- Prepare clinical governance reporting requirements
- Actively and positively promote Princes Court at Home services in the community
- Review and maintain policies and procedures for selected home care services
- Communicate effectively the attributes and benefits of Princes Court's services including completion of customer agreements with prospective clients and family members.

### **Leadership**

- Provide leadership and mentoring to Home Care clinical and care staff
- Promote continuous improvement principles and encourage adoption through leading by example.

### **Reporting and Communication**

- Provide informed, concise reports to the Clinical Governance Committee on a monthly basis
- Maintain reporting as required by the Aged Care Quality Standards including the Aged Care Self-Assessment tool and Continuous Improvement Plans

## **WORKPLACE HEALTH AND SAFETY**

- Consult and actively engage staff on Work Health & Safety matters.
- Champion safety policies and procedures and take all reasonable care to prevent injuries or illnesses occurring at work by direct and also contract staff.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The work environment characteristics and physical demands representative to successfully perform the essential functions of the role:

- Regularly required to, stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone.
- Heavy lifting maybe required.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Ability to stand for an extended period of time.
- Moderate noise (i.e. cleaning equipment, computer and phone).

## **PERSON SPECIFICATIONS**

- Tertiary qualifications in Nursing
- Current experience in aged care/home care preferred.
- Demonstrate integrity and honesty in all people management.
- Excellent computer skills.
- Driver's License required.

## **ESSENTIAL KEY SELECTION CRITERIA**

- Community services, aged care or home care experience with a genuine interest to care and enrich older people's lives through the provision of quality management.
- Clinical nursing experience
- Sound knowledge of clinical documentation and clinical accountability requirements
- Experience in report writing
- Highly motivated with a positive attitude and desire to build a professional organisation.
- Excellent communication skills and ability to relate to people from diverse backgrounds, ages and levels of cognition.
- Ability to complete professional reports in a concise, timely manner.
- Capable of functioning at a high level of autonomy and prioritising his or her own work loads.
- Understanding of the Aged Care Quality Standards and experience in the accreditation process is desirable.
- Willingness to be part of a team that is striving for excellence and to be a leader in the aged care industry.
- An understanding of the regulatory framework and adherence to mandatory reporting requirements and advocate for the prevention of elder abuse.

### ADDITIONAL INFORMATION

- A remuneration package will be negotiated with the successful applicant. Princes Court Homes offers employees not for profit salary sacrificing.
- This position will work from Princes Court Village, 159 Thirteenth Street, Mildura.
- All offers of employment at Princes Court Homes are subject to a six-month probationary period.
- An annual performance review linked to objectives set out for the position will be undertaken.
- All offers of employment are subject to a satisfactory National Police Check.
- Employees must have the right for permanent employment in Australia.

Princes Court's Culture	
<p><b>Values</b></p> <ul style="list-style-type: none"> <li>• Person-centredness</li> <li>• Excellence</li> <li>• Dignity</li> <li>• Effectiveness</li> </ul>	<p>The foundation of our facility is the excellent and committed staff, valued for their contribution to the lives of the people we serve. We work with staff to understand their needs and offer flexibility or advancement through personal development. This ensures we have an engaged, enthusiastic and passionate team to provide the best environment for our residents.</p> <p>Values are based around our consumer finding happiness, security, comfort and companionship in what we offer.</p> <p><b>Vision:</b> Excellence in care and lifestyle.</p> <p><b>Mission:</b> We provide choices in high quality and secure aged &amp; residential care and independent living, responding to changing community needs with innovative services and support.</p>

<b>Signed on behalf of Princes Court Homes Inc</b>			
<b>NAME</b>	Carrie Chappell		
<b>REPORTING MANAGER</b>	Carrie Chappell, Acting CEO		
<b>SIGNATURE</b>		<b>DATE</b>	/ /2022

<b>Acceptance of the position</b>			
I understand and agree to abide by the responsibilities and duties described in this position description.			
<b>NAME</b>			
<b>SIGNATURE</b>		<b>DATE</b>	/ /2022