

Care Manager

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Scope

This position description applies to the Care Manager.

Definitions

Not Applicable.

Policy

Role Description

The Care Manager is responsible for the coordination and delivery of quality clinical care to residents in accordance with contemporary practice. The Care Manager is responsible to plan, allocate and delegate duties and facilitate the delivery of care according to documented policies and procedures. The Care Manager will contribute to the effective administration of human, material and fiscal resource management according to budgetary requirements.

Reporting Relationship

On a day to day basis this position shall report to the General Manager.

Indirect reports shall include other executive management representatives.

Qualifications & Experience

Essential:

- Successful completion of a minimum Bachelor Degree in Nursing (RN) for all aged care facilities.
- Successful completion of a minimum Degree in Nursing (EN) for Victorian based hostels.
- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- Minimum 3 years experience in residential aged care.
- Working knowledge of the requirements of the Quality Agency Standards, Specified Care and Service Principles of the Aged Care Act, Documentation Standards, Residents Rights, Aged Care Funding Instrument and other relevant legislation, regulations and codes of practices.
- Well developed communication skills.
- Sound clinical knowledge and skills in accordance with contemporary practice.

- Current National Police Certificate (or ability to acquire).

Desirable:

- Previous nursing management experience.
- Experience and involvement in accreditation processes.

Key Duties and Responsibilities - Team Participant

- Works within a team environment to ensure quality care is delivered to all residents and their representatives of the facility.
- Supports, mentors, communicates and shares knowledge with staff in the provision of excellence in care and lifestyle options for residents.

Key Duties and Responsibilities - Duty of Care

Ensure duty of care is provided by:

- Following organisational policies and procedures.
- Supporting the rights, interests and needs of the resident and staff.
- Assessing situations for risk or potential risk to the resident.
- Ongoing evaluation of performances against industry best practices, governing codes of practices and legislation.
- Adheres to the Nurses Professional Code of Conduct and Code of Ethics, plus national competency standards.
- Maintains own level of professional standards of practices through ongoing professional development.

Key Duties and Responsibilities - Administration

- Policy development through attendance at required organisational meetings, senior and/or strategic planning days.
- Monitors impact of clinical policies, procedures and practices; and reports and actions areas of inconsistency and non compliance.
- Participates in quality care management systems including audits, reviews and data analysis.

Key Duties and Responsibilities - Maintain & Coordinate Effective Work Environment

- Contributes to the promotion and creation of a caring and cohesive team by providing effective guidance and support that actively fosters interaction between staff, residents and their families and friends.
- Assists in the development, implementation and delivery of best practices in clinical care.
- Oversees and participates in the management of resident care planning through liaison with the clinical team, the resident and/or their representative.
- Manages own time. Plans and records own daily workload and delegates effectively and efficiently.
- Responds to internal and external change in a manner which promotes continuity of lifestyle.
- Be contactable out of normal business hours for staff to contact in the case of an emergency or other related matter. This task can be shared between the General Manager and Care Manager.

Key Duties and Responsibilities - Staff Development

- Participates in staff professional development and staff performance reviews.
- Assists and mentors other staff to develop and upgrade his/her work skills where appropriate.
- Liaises with senior management team, staff and other personnel in the development, delivery and review of education programs, either individually or as a group.

Key Duties and Responsibilities - Community Involvement

- Establishes and maintains contact and good working relationships with external providers and community services related to the care and services for the aged.
- Ongoing awareness and sensitivity to the changes occurring in aged care, nursing, community health and welfare.

Performance Outcomes

- Evidence in residents records of accurate nursing assessment and care planning which reflect contemporary nursing practice. Resident records also show documentation of exceptions to care plans and evaluation of care plans in partnership with residents/representatives.
- Evidence that work practice reflect policies and procedures and contemporary, safe practice.
- Evidence of undertaking delegated duties.
- Evidence of satisfactory admission and ACFI documentation as per validation.

Selection Criteria

1. Demonstrated extensive planning, organisational and negotiation skills.
2. Demonstrated initiative and a positive constructive attitude.
3. Demonstrated well-developed communication and interpersonal skills.
4. Possess knowledge of relevant legislation, particularly the National Health Reform, National Standards and Aged Care Standards.
5. Demonstrated ability to deliver excellent clinical care standards in accordance with the organisational policies and procedures.

Mission, Vision and Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values: Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

References/Resources

Not Applicable.