

## POSITION DESCRIPTION

**TITLE:** PERSON CENTERED CARE COORDINATOR

**ACCOUNTABLE TO:** Responsible and accountable to the Care Manager

### QUALIFICATIONS, SKILLS AND EXPERIENCE:

Essential:

- Current registration with the Nurses and Midwifery Board of Australia as an Enrolled Nurse or Certificate IV in Community Services (aged care)
- Demonstrated skills in meeting the needs of residents
- Experienced and can implement a Person Centered Care system
- Ability to undertake a broad range of roles and responsibilities with limited supervision
- Sound understanding of person based care and what constitutes quality care
- Working knowledge of ACFI
- Ability to direct, manage and participate in teams
- Effective verbal and written communication skills
- Knowledge and understanding of the Accreditation Standards for Residential Aged Care facilities
- Demonstrated commitment to Continuous Quality Improvement
- Computer skills using various applications: Internet, email, word processing

Desirable:

- Experience in assessment and care planning for residents

### POSITION OBJECTIVE:

- ❑ To provide leadership to primary care staff in ensuring that person centered care is provided to all residents of Kalyna Care in a safe and efficient manner in line with Kalyna Care's values (**I RESPECT U**).
- ❑ To review the practices of care staff to ensure quality care outcomes and compliance with organisational policies and procedures
- ❑ To train and assist care staff in identifying how best the funding for resident's care needs can be appropriately claimed
- ❑ To review all ACFI appraisals prior to being submitted to Medicare and provide feedback to the Care Manager on any anomalies or areas for improvement in documentation on resident files that would affect the company's ability to claim funding it was entitled to from Medicare

- To review and assess ACFI appraisals to determine appropriate Commonwealth funding due to be claimed for each resident

## **CONDITIONS OF EMPLOYMENT**

As per Contract of Employment

Position is subject to a successful Police Check, including a timely re-application prior to 3 years.

## **APPRAISAL:**

- Formal review three months after appointment, then annually.
- Key performance indicators:
  - Resident surveys and outcomes
  - Staff practices and satisfaction of care as reflected in surveys
  - Attendance at all training, conferences meetings required by Kalyna Care relevant to ACFI and Customer Service
  - 100% of ACFI submissions are completed accurately and submitted within required timeframes
  - ACFI funding achieves or exceeds budget

## **STATEMENT OF RESPONSIBILITIES**

### ***Person Centered Care:***

- Maintain knowledge of the ageing process and relevant diseases and an interest in maintaining this knowledge through available resources
- Support primary care staff in the delivery of person centered care by:
  - Leading the change away from task orientation to person centered care
  - Implementing changes to work routines based on resident preferences
  - the provision of dementia specific education
  - actively encouraging family members to be involved in planning and implementing care
  - assisting to find better ways of dealing with everyday situations related to resident care
  - Ensuring each resident's life history is taken during the admission process and utilized in developing the Care Plan

***Professional, Personal Care and ACFI:***

- Liaise with Clinical Nurse Advisor regarding resident clinical care issues
- To ensure the Autumncare Management system runs effectively
- Maintain a sound knowledge of the ACFI and its implications with funding subsidies
- Complete ACFI submissions as required
- Monitor all appraisal due dates and audit each ACFI prior to submission to Medicare
- Maintain accurate records relating to ACFI appraisal submissions and any improvements in the claim identified and achieved
- Advise the Care Manager of any documentation discrepancies so as staff training may be implemented
- Assist with completion of ACFI appraisals
- Maintain a record in accordance with Company requirements of changes made to ACFI appraisals
- To maintain systems that ensure Kalyna Care is at all times fully compliant with relevant legislation, regulatory requirements , professional standards and guidelines that govern the functioning of the ACFI
- Liaises with and coordinates GPs, allied Health Professionals with regards to mandatory ACFI documentations/directives
- Promotes and respects the dignity, privacy and confidentiality of each resident
- Identifies and reports complaints in a timely manner following the KC Procedure
- Promotes KC services in a positive manner to all stakeholders

***Continuous Quality Improvement:***

- Prioritizes actions to maintain person centered care
- Report all deficiencies and suggestions via the correct form
- Support the policy of continuous improvement throughout the home and help develop quality systems to formally assess, monitor and evaluate all areas of service and resident satisfaction
- Participate in multidisciplinary improvement teams as required to ensure quality residential care and services are achieved through continuous improvement activities
- Conducts quality activities and audits focusing on Standard 2

***Occupational Health and Safety:***

- Is well informed on UEPH policies and procedures concerning emergencies.
- Knows where emergency equipment is stored.
- Awareness of their role in emergency situations.
- Has a current knowledge of C.P.R.
- Knows location of fire extinguishers, fire hose, and alarm systems in the home.
- Is familiar with the various types of extinguisher and their appropriate uses and knows how to

activate them.

- ❑ Ensure your own safety and that other persons who may be affected your act or omissions
- ❑ Ensures a safe, clean, secure environment for residents and staff. Identifies and reports any environmental hazards and confirm in writing by using the correct report form and log.
- ❑ Ensures accidents and incidents are reported
- ❑ Reinforce through leadership and direction of Infection Control, Occupational Health and Manual Handling Policies and Procedures
- ❑ To comply with safe resident handling policy and procedures, using aids correctly and when required
- ❑ To ensure safety to residents, other staff, and the general public by strict adherence to infection control standards as set out in the UEPH Policy and Procedure Manual
- ❑ Maintains involvement in Occupational Health and Safety through the contribution of ideas and information to the Occupational Health and Safety Working Party.
- ❑ Has attended a fire drill, at this facility within the last year

***Educational Responsibilities / Personal Development:***

- ❑ Maintains current theoretical knowledge in relation to nursing and aged care.
- ❑ Sets example to others by maintaining high standards of clinical nursing practice.
- ❑ Participates in the orientation of new staff.
- ❑ Encourages other staff to participate in internal / external education programs, with regard to improving their clinical and nursing practices.
- ❑ Demonstrates initiative and commitment to own professional development by attending internal and external educational sessions regularly (employees regardless of whether they are employed part-time or casual, are required by organisational policy to complete a number of on-going educational hours per annum. The amount of on-going education to be completed by employees is calculated using the following formula: Average number of hours worked per week = Total number of on-going education hours required to be completed per annum).
- ❑ Takes a pro-active role in the supervision and education of staff at all levels.

**Signatures:**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Employer: \_\_\_\_\_ Date: \_\_\_\_\_

