

Position Description

Position Requirements

Position	Clinical Care Partner
Position No	
Classification	Nurses Award - Aged Care Nurse Level 3
Site	South Morang
Reports to	Business Development Manager Nursing and clinical oversight by GM Quality and Clinical Governance

Position Summary – Primary Purpose

The Clinical Care Partner works as part of the Aged and Disability Support team to ensure high standards of clinical and case management support in order to achieve positive outcomes for ADEC clients in receipt of a Support at Home (Home Care) Package.

The Clinical Care Partner collaborates with clients, their families and informal supports, and other service providers to facilitate consumer-directed support and services tailored to achieving each client's goals. This role focuses on assisting older individuals in maintaining their independence at home, ensuring alignment with ADEC's principles and relevant funding guidelines.

Utilising strong clinical and relationship building skills, and in partnership with the client, this role will support clients to achieve their wellbeing goals. The role will ensure the delivery of care and support that is safe, effective, and tailored to the needs of the individual.

This position will also lead ADEC's service programs through a period of transformation, aligning service delivery with the new Support at Home Framework and funding model. As part of a dedicated team, you will drive excellence in service quality and client experience while fostering program growth.

Organisational Environment

ADEC, a state-wide Victorian not for profit organisation established in 1982, advocates for and assists people from diverse cultural backgrounds with disabilities, as well as their families and carers, and older people in need of support. ADEC exists to advocate for and support one fair and inclusive community in which all people can achieve their optimum potential regardless of culture, ability, or age.

ADEC provides advocacy services, capacity building programs for people with disabilities, community aged care services, Plan Management (NDIS), NDIS Appeals, and direct personal and domestic care support services. ADEC also actively participates in systemic advocacy and collaborative activity in support of more

effective and inclusive disability and aged care sectors. ADEC currently serves around 1700 clients with around 120 staff.

Role Accountabilities [Key Result Areas]

KRA 1: Service Delivery & Client Outcomes

- Complete comprehensive clinical, care and risk assessments to develop an appropriate care plan in support of achievement of the client's stated goals.
- Establish a care and service plan within the Commonwealth Government Support at Home guidelines and the client's package budget.
- Complete referrals to required allied health and service providers to fulfil the client's agreed service plans.
- Oversee the management of the client's available resources to meet their needs and goals, and undertake submissions to short term programs, including Short Term Restorative Care (STRC), End of Life Pathway (EOLP) and the AT-HM program as their needs indicate.
- Conduct regular and timely goal and care planning reviews in collaboration with the client, their informal supports and the client's multidisciplinary team.
- Undertake timely reviews of care plans when clients' condition changes, after hospitalisations or clinical events.
- Ensure the timely documentation of client related activities and communications.

KRA 2: Quality, Compliance & Service Improvement

- Engage with ADEC's quality management systems and processes, including to support quality assurance and continuous improvement activity as required.
- Support the timely and satisfactory resolution of client complaints and concerns as relevant.
- Seek and support each client to provide feedback on service quality improvement.
- Participate in program and policy review and development.
- Contribute to the development of innovative, flexible services.
- Ensure adherence to ADEC quality and operational policies and procedures.

KRA 3: Risk and Clinical Governance

- Undertake comprehensive clinical risk assessments for each client.
- Establish effective plans in support of evidence-informed management of each risk identified, including risks related to medical conditions, mobility issues or behavioural challenges to ensure a safe and effective support environment.
- Report serious concerns about client related risk to management as soon as possible.
- Ensure the effective management of client incidents including, immediate management, investigation, follow up and care plan reviews according to ADEC's incident management, risk management and open disclosure policies and procedures.
- Ensure all client feedback and incidents are comprehensively documented.
- Identify vulnerable clients and report through to the General Manager Quality and Clinical Governance

KRA: Financial Responsibility

- Ensure clients' care and service plans are accurately budgeted within the parameters of the client's package.
- Maintain accurate administrative records to meet audit compliance standards.
- Work according to government funding regulations and guidelines.

ADEC Team Member Accountabilities

Teamwork, Culture & Values

Encourage open communication, mutual respect, and a shared commitment that contributes to employee satisfaction, engagement, and the overall success of the organisation. Key elements include:

- Ensuring clear communication.
- Building mutual trust through respect, openness, and transparency.
- Working collaboratively on shared responsibilities.
- Working to maintain a supportive environment that encourages staff ideas and feedback.
- Role modelling reinforcing ADEC's values to create a positive and inclusive office culture.

Quality & Risk Management

Consistently deliver high quality service that satisfies both internal and external stakeholders. This involves:

- Implementation of, and adherence to, quality policies and processes.
- Contributing to continuous improvement through ideas and initiatives.
- Complying with industry specific standards and regulatory requirements.
- Actively listening to customers and other team members and creatively solving improvement issues.
- Being aware of, identifying, and reporting potential risks that could affect the organisation's operations and goals.

Workplace Health and Safety

Understanding the importance of creating a safe working environment and encouraging responsibility for health and safety among employees. Key elements include:

- Identifying potential hazards and removing the hazard or raising this as a concern
- Making suggestions for the improvement of safety and wellbeing in the workplace.
- Assessing risks associated with tasks and equipment.
- Fulfilling safety roles, such as Fire Warden, First Aid Officer, or Health and Safety Representative if nominated.
- Encouraging employee involvement in decision making about safety matters.
- Adhering to policies and procedures based on industry best practices.
- Promoting a culture of safety through awareness.

Key Selection Criteria

The incumbent must have:

- Demonstrated experience in a similar role
- Extensive understanding of the challenges, needs, and issues affecting older people, their families, and carers.
- Strong knowledge and understanding of the Support at Home Program, Home Care Packages (HCP), and support systems within the aged care sector, including funding mechanisms and associated requirements.
- Proven experience in delivering person-centred care and support and ability to work within service models that promote client empowerment.
- Capacity to work with a diverse range of people, including people with a disability, CALD communities, allied health and other service providers, assessment agencies and referrers.
- Excellent interpersonal skills and ability to work in a multidisciplinary team.
- Ability to genuinely embody and promote ADEC's values.

Mandatory Requirements:

- Bachelor's level qualifications in nursing
- Current AHPRA Registration as a Registered Nurse
- Clear NDIS Worker Screening Check
- Clear National Police Check
- Current Victorian Driver's License
- Evidence of right to work in Australia

ADEC is an inclusive employer and values the contribution of people with disabilities to our workplace.