

POSITION DESCRIPTION – Resident Wellness Manager (RN)



Department:	Operations
Reporting to:	Residential Manager (RM)
Location	Assigned Residence, but may be required to work across other Lifeview's residences
Position Number:	To be obtained from Payroll
Direct Reports:	Nil
Employment Status:	Full-time
Lifeview Principles:	All staff at Lifeview will adhere to and demonstrate the Lifeview principles of:
Laugh:	Constantly look for ways to be creative and have fun whilst working. Let your curiosity and light-heartedness fuel your enthusiasm
Integrity:	No matter the situation, take responsibility for consciously choosing how you want to show up in the world and the attitude you choose to carry with you
Focus:	Be physically and emotionally present for people, especially when they need you. It's a powerful message of respect that strengthens relationship
Engage:	Find special ways to connect with everyone you encounter, for no other reason than to brighten their day. It can be the little things that have a huge impact and make someone's day
Position Purpose:	To ensure the direct care needs of residents are met, through monitoring the clinical governance, managing the assessment and care planning process. Management of the medication administration process. Providing support, direction and education of Resident Wellness Coordinator and Housemates. Supporting the policy development and continuous improvement process for clinical systems. This position is also responsible for delivering direct comprehensive nursing care to residents and their families.

Key Result Areas (KRA) 1: Delivery of Nursing Care

<p>The delivery of excellence in nursing care through the application of nursing skills and knowledge utilising evidenced based approaches to deliver quality care to residents and their families.</p>	<ul style="list-style-type: none"> • Perform comprehensive assessments of residents' history including psychosocial and physical status • Development, review and documentation of nursing care plan within the required time frames • Liaise with pharmacies regarding changes to resident medication • Liaise with visiting medical practitioner other allied health practitioners to meet with residents' clinical and wellbeing requirements • Liaise with Social Support Coordinator to meet social needs • Re-assess resident care plan after hospital discharge and communicate in a timely manner to relevant personnel in a timely manner • Liaise with Palliative Care Specialist to meet end of life needs • Monitor continence management including use of aids
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- Monitor behavioural management issues and refer to appropriate personnel to define interventions
- Maintain current residents' diagnosis list
- Liaise with Chef in relation to residents' dietary requirements
- Liaise with residents' family and significant others and involve them in the care plan as and when required
- If suitable involve residents in the care plan, which assists them to make informed choices about their care
- Ensure the health and wellbeing of resident are maintained as per the required standards

KRA 2: Clinical Governance

Be responsible and take accountability for the quality of care, minimise risks and foster an environment of excellence in resident care whilst safeguarding high standards of care.

- Contribute to the development of and promote clinical policies and procedures
- Ensure the resident care is provided within the guidelines of clinical policies and procedures
- Educate and mentor relevant staff on clinical duties as and when required but not limited to new staff.
- Ensure documentation systems are compliant with service guidelines and care procedures and are continuously monitored and evaluated
- Ensure relevant staff are educated on the changes in legislation, code of ethics, policies and procedures
- Conduct all clinical audits as recommended under the structured audit program to ensure that all services adhere to Lifeview practices and are operating within the Aged Care Quality Standards
- Ensure all relevant staff are up-to-date with their medication competency by conducting annual and adhoc competencies
- Provide assistance to investigate resident and/or family complaints and where required provide a written account to the Residential Manager.
- At NO TIME must information related to a resident/representative or staff member be discussed with anyone other than the relevant staff member/care professional providing care/service
- Identify, report, mitigate and document of any areas of clinical risk.
- Ensures resident accidents and incidents are completed at time of occurrence and completes section specific to RWPM. Implements care changes when necessary
- Comply with all relevant legislation, regulations, standards and nurses scope of registration
- Participates in multi-disciplinary team conferences activities as appropriate
- Monitor and promote nursing practices which preserve privacy, dignity, independence and safety of Residents
- Lead the orientation for new staff in relation to their clinical duties / tasks.
- Identify competency gaps for staff performing clinical duties / tasks and escalate it to the Residential Manager.

KRA 3: Continuous Improvement

Improvements are identified and reported on via the Lifeview Residential Care continuous improvement system.

- Provide assistance to investigate resident and/or family complaints and where required provide a written account to the Residential Manager.
- Participate in Quality Improvement activities as requested by the manager
- Participate in regular reviews of the planning process and achievement of its goals with the aim to promote continual improvement
- Gather data for quality assurance audits developed by other health professional
- Participate in research with the objective to continuous improvement of clinical and resident care
- Provide support and guidance to research projects to ensure that all possible innovations are considered in line with service improvement without denigration of service standards and delivery
- Attendance at relevant meetings and conference / workshop organised time to time
- Telephones are answered professionally; messages taken are accurate and delivered in a timely fashion
- Provides competent care/service in accordance with the organisation's documented policies and procedures, legislative requirements relevant to role
- Completes a Let Us Know (LUK) Form when there is an identified need to improve
- Reads and acknowledges memos / document control in a timely manner
- Annual attendance of mandatory education sessions
- Participates in self-development and professional growth on a regular basis.

KRA 4: Occupational Health and Safety

Adherence to all OH&S policies and procedures at all times.

- Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self
- Reports immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue
- Identification of hazards and incidents, including the accurate reporting and documenting of same.
- Participates in problem solving processes to resolve OH&S issues
- Adhere to all Manual Handling Requirements as per policy and procedure.
- Follow all OH&S policies and procedures including but not limited to when performing tasks that require the use of PPE and or equipment, it is mandatory to use them in correct and appropriate manner

KRA 5: Documentation

Accurate documentation is completed within the required time frame

- Maintain accurate concise and complete clinical records which comprehensively reflect the health care needs and services provided.
- Complete the Commonwealth funding documentation/tools and assessment requirements for all Residents.
- Assist with education of other staff members governing documentation requirements

- Resident of the day is completed within the required time frame
- Review and ensure the accuracy of documentation of all new admissions
- Ensure all relevant clinical incidents documents and where required escalate the issues to Residential Manager
- After hours clinical on-call remote support when required
- Ability to work across other services when required
- Assist in the education of current infection control practices/principles and take appropriate action where there is non-compliance and document accordingly.

General Duties:

- Comply with and promote Lifeview Residential Care policies and procedures and participate in safety & improvement activities for the organisation
- Support and participate in OH&S policies and procedures and implement (where appropriate) within the organisation
- Participate and assist the Managers in audits
- Commit to understanding and upholding the L.I.F.E. Principles at all times
- Active participation in the team environment
- Commit to Continuous Improvement and active participation within the system
- Compliance with all legislation
- Responsible for observing and practicing the principles and obligations of Equal Employment Opportunity and maintaining a workplace free from bullying and harassment
- Attend meetings and compulsory education
- Maintain confidentiality of all information obtained in the course of your employment. This does not cease when the employment ceases
- Information relating to staff, residents, and clients are to remain strictly confidential and are not to be divulged to any third party except where required for clinical reasons or by law and will require prior written approval from the Chief Executive Officer.

SELECTION CRITERIA

Mandatory knowledge, skills and expertise

- Current registration as a Registered Nurse, without any notation
- Understanding of the Aged Care Act and Principles, ACFI, AN-ACC and Accreditation standards
- Ability to develop and maintain internal and external stakeholder relationship
- Strong customer focus
- Effective time management skills and flexible approach to working hours
- High degree of drive, initiative and motivation
- Demonstrated high level of analytical, written and verbal skills
- Ability and commitment to working as part of the team
- Demonstrated initiative and ability to work without supervision
- Demonstrated knowledge and commitment to continuous improvement
- Ability to work within the culture of Lifeview Residential Care

	<ul style="list-style-type: none"> • Commitment to professional development • Hold a current driver's license and ability to travel to different Lifeview residences on short notice.
Desired knowledge, skills and expertise	<ul style="list-style-type: none"> • Experience in an aged care setting • Experience with eCase and BestDose software packages • Experience in supervising staff.
Authorisation	Not Applicable

I agree that I have the skills and attributes to fulfil this position and hereby return a signed copy for my file, aware that my performance will be measured against meeting the key result areas and by my demonstration of adherence to L.I.F.E. Principles.

I understand that I must at all times maintain a respectful and appropriate relationship with all prospective and current residents, their immediate family and/or significant other/s, staff, volunteers and contractors as per our Diversity Statement, which I have read.

As part of Lifeview I shall deliver services irrespective of gender identity, age, ethnicity, cultural background, disability, religion, sexual orientation and/or professional status, thus working to ensure that our services and care are inclusive of all, and especially for older people from the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer community (LGBTIQ+).

Direct Manager:
(Name in BLOCK LETTERS)

Signature

Date

Employee:
(Name in BLOCK LETTERS)

Signature

Date

Prepared by:
(Name in BLOCK LETTERS)

Swati Chakravarty
Executive Manager – People & Culture

Signature

Date