

Position Description

Regional Clinical & Quality Manager

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

Our pursuit of excellence comes from the things we value the most:



People First - Enhance the health, safety & wellbeing of our people.



Nurture Success - Seize opportunities every day, and in every moment.



Better Together - Work together in respect and harmony to empower everyone.

Position Overview:

To support the clinical activities within a region. To provide clinical coaching, mentoring and support to the Clinical Services Managers, Care Home Managers, Registered Nurses (RNs) and other clinical staff; including to the Regional Managers. Accountability for clinical outcomes in an assigned region.

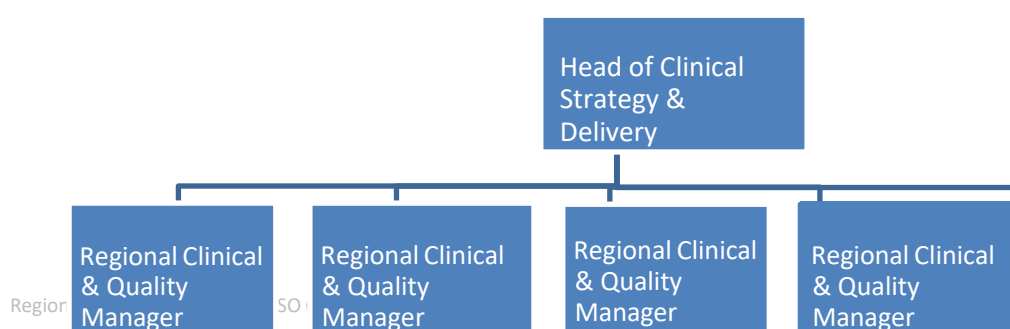
Reports to:

Head of Clinical Strategy and Delivery

Functional Relationships:

Care Home Manager(s)
Clinical Services Manager(s)
Registered Nurses
Regional Business Managers
Support Office Teams
Wider employee network

Team Structure:



Key Accountabilities:

Clinical Leadership

- Support the induction and orientation of Clinical Services Managers – ensure they are aware of the Heritage Lifecare Quality Management System, clinical policies and escalation processes.
- Build expertise in the Clinical Services Managers with regard to clinical indicator capture, analysis, and corrective actions.
- Provide advice to the Clinical Services Managers with regard to clinical incidents and care.
- Develop and provide input into development of clinical education and training packages.
- Provide expert input and advice for clinical policies as required.
- Support Care Homes in the absence of a manager or Clinical Services Manager.
- Support homes who require higher levels of input due to clinical incidents, audits or complaints.

Manage Quality, Risks and Compliance

- **Quality Management** – oversight of various activities to ensure care and services are delivered in a consistent manner – focused on consumer satisfaction
- **Quality Assurance** – assist with development and ongoing revision of quality management system – including clinical policies.
- **Quality Control** – provision of objective assessment of practices and outcomes to report against the metrics in critical aspects of care and service; identify and report areas of risk; guide continuous improvement.
- **Care Outcomes** – responsibility for identifying care outcomes which require improvement. Working with Clinical Service Managers to put in place plans to address care deficits.
- **Compliance** – works with the Clinical Services Manager and Care Home Manager to ensure the homes in the region are audit ready. Provides input into Facility Health Checks and other audits to ensure that improvements are put in place prior to audits occurring. Actively involved in monitoring Performance Monitoring Returns post a certification or surveillance audit.

Deliver Excellence through Continuous Improvement

- **Continuous Improvement** – supports Care Home Managers and clinicians to identify opportunities for improvement that go beyond basic compliance. Requires an understanding of causation factors and the ability to identify appropriate evidence-based strategies.
- **Clinical Governance** – coaches and supports clinicians and managers to understand and maintain accountability for their contribution to the safety and quality of care delivered to our residents. Provides independent oversight of the effectiveness of implementation of the Clinical Governance Framework and Facility Based Programme
- **Education, Expertise and Advice** – provides education, expertise and advice to care home staff regarding issues such as best practice, risk management, infectious outbreaks, and clinical competence. Orientation of CSMs to quality systems
- **Innovation** – Establishes evidence-based practice through research of credible best practice guidelines. Able to lead innovative approaches that are appropriate. Shares best practices across multiple sites

Deliver Excellence by Championing Best Practice Clinical Care, Quality and InterRAI

- Ensures adherence to clinical best practice and the HLL quality systems
- To monitor Heritage Lifecare facilities to ensure they are achieving the KPIs and clinical indicator targets that have been set.
- To provide reports of this data analysis to a range of stakeholders
- To analyse and interpret data from the e-Case database for each Heritage Lifecare aged care facility including monthly and quarterly reports and to benchmark this data against other Heritage Lifecare Care Homes.

- To assist Clinical Service Managers monitoring LTCF interRAI assessments at each Heritage Lifecare care home with a view to identifying residents whose health is declining and whose level of care is likely to change within the next month. To ensure a LTCF interRAI reassessment is completed for these residents.
- Undertakes facility health checks with the Regional Business Managers for the Care Homes within their geographic region.
- Develops and monitors corrective action plans that have been developed to address shortfalls in service delivery following internal facility health checks, external audits and as a result of complaint investigations
- Assists the Care Home Manager, Clinical Services Manager, Operations teams undertake complaint investigations and assists with writing up of the complaint investigation report(s).
- Support clinical staff in using and understanding ECase.
- Undertakes regular audits of ECase Care Canvas to monitor the accuracy and currency of the resident information in the ECase Care Canvas for the Care Homes within their geographic region.

Deliver Excellence through Clinical Projects

- Leads and has involvement with clinical projects designed to improve clinical outcomes for residents and their families, creates efficiency and cost savings for the organisation.
- Prepares business cases where necessary to support purchase of clinical equipment or services to improve the resident experience or outcomes.

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

You are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

None

Person Specification

Essential skills, knowledge and experience

- Strong understanding of interRAI principles and experience with Ecase
- Ability to interpret data and critical thinking ability
- Able to identify and manage clinical risk
- High level of knowledge and proficiency to support and mentor clinical teams
- Strong communication and influencing skills with the ability to communicate well with all levels of the organisation as well as with outside parties.
- Annual Practicing Certificate
- Valid Driver's Licence

Desirable skills, knowledge and experience

- Understanding of Nga Paerewa Health and Disability Services Standard NZ8134:2021
- Mentoring and / or education experience
- Experience in the Aged or Primary Care sector
- Experience in a clinical leadership role.
- US 8086 Quality Auditing

Core Competencies

Personal Attributes and Self-Management	• Demonstrates respect, empathy and interest in others. • Demonstrates a high standard of conduct and accountability. • Acts with courage, championing ideas, facing up to problems and taking necessary action. • Resilient: deals effectively with pressure, responds constructively to setbacks and recovers quickly. • Inclusive: fosters an inclusive culture, inviting ideas and suggestions to improve the quality of life for residents and to support organisational goals. Ensures clinical care is conducted in a culturally safe manner and gives consideration to people's right to tikanga, and connections to iwi, hapū and whānau.
Leadership	• Influences to ensure best practice in clinical care across sites and influences to ensure changes are adopted, where necessary. • Delegates and directs appropriately, depending on level of skill, risk and other relevant criteria. • Coaches and supports others on what appropriate action looks like in a given situation. • Adapts style depending on individual and situation for maximum effectiveness • Keeps up to date with best practice and provides thought leadership & best practice in clinical care, influencing for change where necessary. • Maintains focus on own professional development. • Acknowledges great performance as part of everyday practice. • Escalates when coaching, guidance and development does not result in desired change in behaviour / clinical metrics.

	• Empowers others and acknowledges their achievements
Deliver excellence with and through others	• Critical thinking and sound decision-making: undertakes root cause analysis to understand why something occurred, recommends changes and ensures learnings are shared across regional sites. Monitors and ensures the analysis, interpretation and benchmarking of data for facilities and portfolios within own scope is accurate and available so that decision making is robust and our residents are safe and well cared for. • Supports sites to handle crises. • Manages stakeholder relationships: develops and maintains positive, effective relationship with residents, their whānau, facility staff, NASC teams, DHB staff and relevant community organisations, contractors and suppliers. Communicates effectively and has hard conversations when needed. Advocates for the dignity, autonomy, and well-being of residents. • Role models excellence and sets the bar for others, ensuring the implementation of clinical best practice and quality systems across the region. • Is focused on clinical KPIs in own region and collaborates to deliver against these.
Manage Quality, Risks & Compliance	• Owns and tackles issues and risks before they escalate: Monitors, evaluates and reports on clinical risks in own region. Follows up to ensure actions are undertaken in a timely manner. Can comfortably handle risk and uncertainty. Reviews action plans that mitigate risks and coaches / mentors others in writing effective, accurate action plans • Seeks continuous improvement: encourages facilities to proactively look for improvements. Fosters a learning culture where reflection on practice and sharing learnings is the norm and role models a focus on learning, not blame, when things go wrong. • Meets compliance requirements: Oversees action plans as result of audits, complaints and QI data trends in own region and portfolios.
Drive Business Performance & Growth	• Demonstrates business awareness: understands impact of actions on resident and whānau satisfaction and impact on the business. Monitors regional clinical data trends and knows where action is needed. Keeps abreast of relevant developments and trends in aged care. • Applies commercial acumen: supports facilities to provide excellent clinical care to maintain reputation in the market. • Thinks and acts strategically: considers impacts of decisions on business performance and contributes to strategic planning.

The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.